your Gateway Profile™ 5

user's guide

Customizing | Troubleshooting | Gateway®

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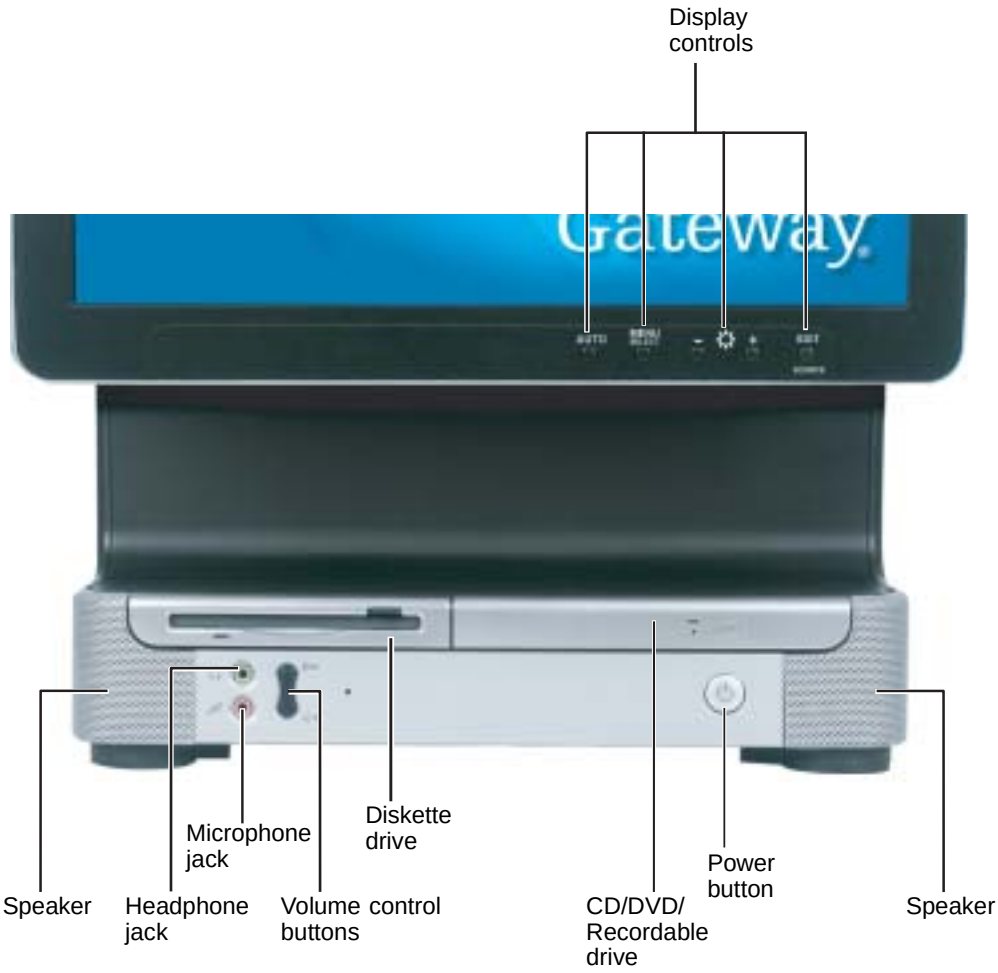
1 Checking Out Your Gateway Profile

This chapter introduces you to the basic features of your computer. Read this chapter to learn:

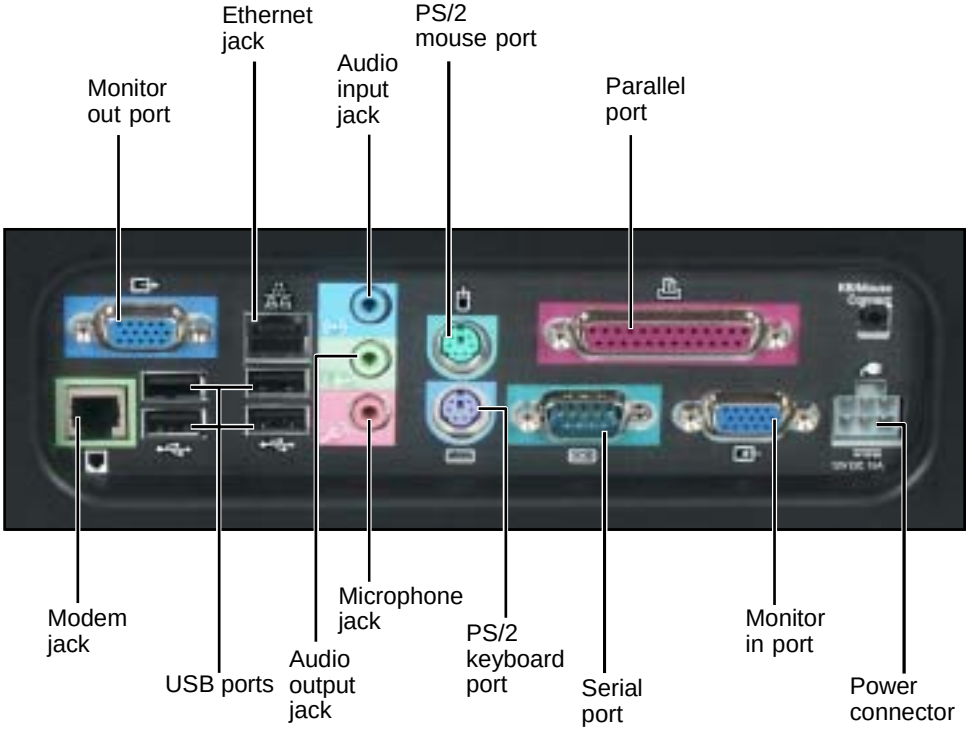
- How to identify the features of your Gateway Profile computer
- How to locate your computer's model and serial number
- How to locate the Microsoft Certificate of Authenticity
- How to locate the specifications for your computer
- What accessories are available for your computer

Front


Display controls
Gateway
Microphone jack
Diskette drive
Power button
Speaker
Headphone jack
Volume control buttons
CD/DVD/ Recordable drive
Speaker

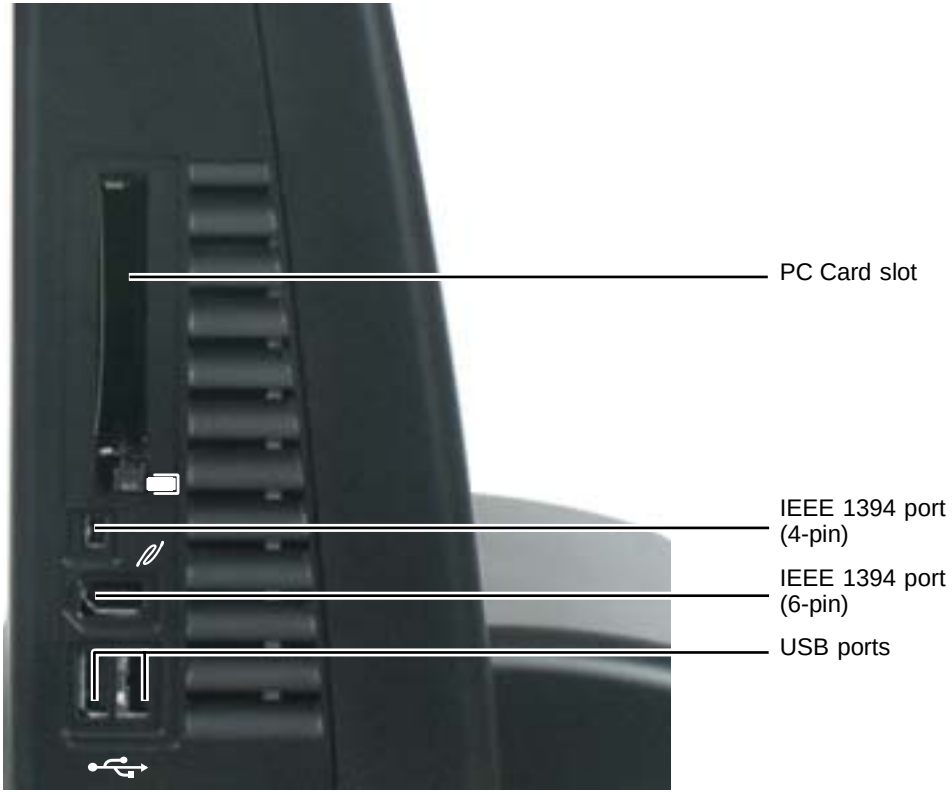
Component	Icon	Description
Speakers		Provide stereo audio output when headphones or amplified speakers are not plugged in.
Diskette drive		Use this drive to store smaller files on diskettes. For more information, see “Using the diskette drive” on page 74.
Headphone jack		Plug headphones into this jack.
Microphone jack		Plug a microphone into this jack to record sound.
Volume control buttons		Press these buttons to adjust speaker volume.
CD/DVD/Recordable drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs or DVDs. For more information, see “Using the CD or DVD drive” on page 76 and “Creating CDs and DVDs” on page 100. This drive may be a CD, DVD/CD-RW, or DVD-RW drive. To identify your drive type and for more information about your drive, see “Identifying drive types” on page 76.
Power button		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see “Changing the power scheme” on page 149.
Display controls		Use these controls to enter the OSD (on-screen display) and adjust the computer display settings. For more information about the computer display and OSD, see “Computer display” on page 27.

Back


Ethernet jack
PS/2 mouse port
Audio input jack
Monitor out port
Parallel port
Modem jack
USB ports
Audio output jack
Microphone jack
PS/2 keyboard port
Serial port
Monitor in port
Power connector

Component	Icon	Description
Monitor (VGA) out port		Plug an additional monitor into this port.
Ethernet jack		Plug a 10/100 Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see “Using the Internet” on page 63.
Audio line in jack		Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer.
PS/2 mouse port		Plug a Personal System/2® (PS/2) mouse into this port.
Parallel port		Plug a parallel device (such as a printer) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 31.
Modem jack		Plug a modem cable into this jack.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 31.
Audio line out jack		Line out. Plug an external audio output source (such as external speakers) into this jack.
Microphone jack		Plug a microphone into this jack to record sound.
PS/2 keyboard port		Plug a Personal System/2® (PS/2) keyboard into this port.
Serial port		Plug a serial device (such as a digital camera) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 31.
Monitor (VGA) in port		Plug an external video source into this port.
Power connector		Plug the power cable into this connector.

Right side



Component	Icon	Description
PC Card slot		Insert a Type I or Type II PC Card into this slot. For more information, see “Adding and removing PC Cards” on page 212
IEEE 1394 ports		Plug IEEE 1394 (also known as Firewire® or i.Link®) devices (such as a digital video camera) into these 4-pin and 6-pin IEEE 1394 ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 31.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 31.

Identifying your model

Important

The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

Gateway model number

The label located underneath the computer case contains information that identifies your computer model. Gateway Technical Support will need this information if you call for assistance.

Gateway serial number

You can locate the Gateway serial number:

- Printed on the system label located underneath the computer case.
- Printed on the customer invoice that came with your computer. The invoice will also contain your customer ID number.

Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back of your computer includes the product key code for your operating system.

Finding your specifications

For more information about your computer, such as memory size, memory type, and hard drive size, go to the **My Computer Info** link in *Help and Support* or visit Gateway's *eSupport* page at support.gateway.com. The *eSupport* page also has links to additional Gateway documentation and detailed specifications. For more information, see "Using eSupport" on page 36.

Accessories

Gateway offers accessories that can help you make the most of using your computer. To order accessories, visit the *Accessory Superstore* at accessories.gateway.com.

Home networking kit

With a home networking kit, you can network, or "link", two or more computers in your home. After you have set up a home network, you can access the files, drives, and printers on linked computers, play multiplayer games, and even share one Internet connection.

Two types of home networking kits are available. Wireless home networking kits use radio frequency to link your computers wirelessly. Ethernet home networking kits use network cabling to link your computers.

Imaging equipment

A digital camera lets you take pictures that you can view and edit on your computer.

A digital video camera lets you take movies that you can view and edit on your computer and save to a CD-RW disc.

A scanner copies an image, such as a graphic or document, then stores the copy in a file.

You can attach your digital photographs or scanned images to e-mail messages or post them on a Web site.

Printers

You can attach many types of printers to your computer. The most common types are inkjet and laser printers, which print in color or black and white. See "Installing a printer, scanner, or other peripheral device" on page 31 for more information about attaching a printer to your computer.

Inkjet printers and cartridges are relatively inexpensive, but usually they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but usually they print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

Storage Devices

If you need additional storage space or you want to back up your files, you can add storage devices to you computer.

With a CD-ReWritable (CD-RW) drive, you can free up hard drive space by backing up files, then removing them from your hard drive. The inexpensive discs for CD-RW drives can hold as much as 700 MB of data. CD-RW drives can write to either CD-R or CD-RW discs. You can write to CD-R discs just one time. You can write to and erase CD-RW discs multiple times. For more information, see "Creating CDs and DVDs" on page 100.

Iomega Zip drives, like diskette drives, use disks to store data. Zip disks can store 100 MB, 250 MB, or 750 MB of data. You can use a Zip drive to back up files you do not use so you can remove them from your hard drive. Zip drives also provide an easy way to transfer files between computers.

If you need to back up your entire system, you probably need a tape backup (TBU) drive. TBU drives, like tape recorders, use magnetic tape cartridges to store data. Tape drive cartridges can store 2 GB, 20 GB, 40 GB, or even 130 GB or more of data.

If you want to increase your internal storage space, replace your existing hard drive with a larger drive. For more information, see "Replacing the hard drive" on page 219.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. For more information, see "Installing or replacing DIMM memory" on page 223.

Uninterruptible power supplies

A standby, uninterruptible power supply (UPS) protects your computer from data loss during a total power failure. A UPS uses a battery to keep your computer running temporarily during a power failure so you can save your work and shut down your computer correctly. A UPS also provides protection from power surges. For more information, see "Setting up an uninterruptible power supply" on page 154.

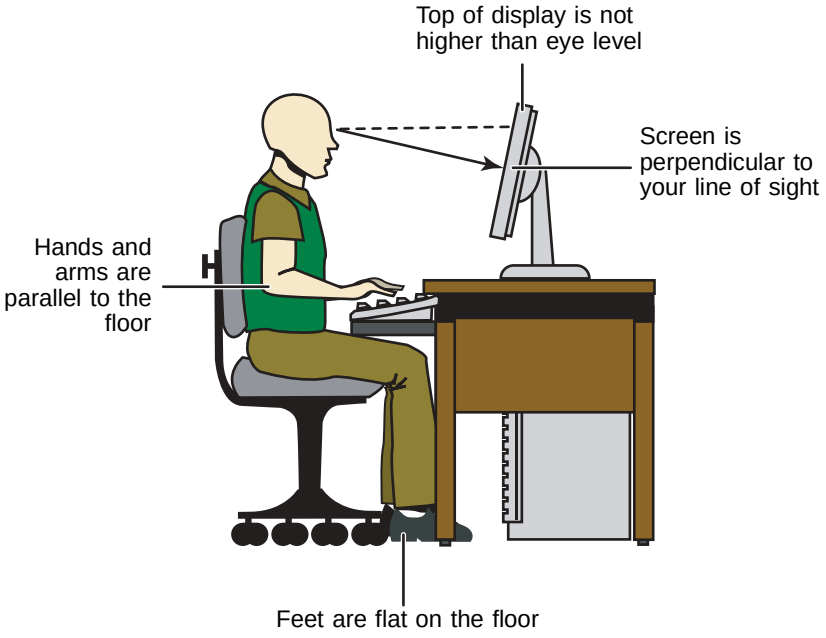
2 Getting Started

Read this chapter to find out how to:

- Use your computer safely
- Protect your computer from power source problems
- Start and turn off your computer
- Use the keyboard
- Use the mouse
- Use the computer display
- Install peripheral devices

Working safely

Before using your computer, read the following recommendations for setting up a safe and comfortable work area and avoiding discomfort and strain.


Top of display is not higher than eye level
Screen is perpendicular to your line of sight
Hands and arms are parallel to the floor
Feet are flat on the floor

Reducing eye strain

Sunlight or bright indoor lighting should not reflect on the computer display or shine directly into your eyes.

- Position the computer desk and computer so you can avoid glare on your computer display and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter on your computer display.
- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.
- Avoid focusing your eyes on your computer display for long periods of time. Look away from your display occasionally, and try to focus on distant objects.

Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and mouse. If the desk is not adjustable or is too tall, consider using a keyboard drawer.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

Setting up your computer and computer accessories

- Set up your computer so the display is no higher than eye level, the display controls are within reach, and the display is tilted to be perpendicular to your line of sight.
- Place your keyboard and mouse at a comfortable distance. You should be able to reach them without stretching.
- Set paper holders at the same height and distance as the computer display.

Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks to change your position, stretch your muscles, and relieve your eyes.
- Find ways to break up the work day, and schedule a variety of tasks.

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripheral devices by connecting them to a *surge protector,* which absorbs voltage surges and prevents them from reaching your computer.

Warning

High voltages can enter your computer through both the power cord and the modem connection. Protect your computer by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

An *uninterruptible power supply* (UPS) supplies battery power to your computer during a power failure. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut down your computer normally. For more information, see “Setting up an uninterruptible power supply” on page 154.

Starting your computer

To start your computer:

1. Connect the cables to your computer using the setup poster.
2. Turn on your computer.

3. If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.
4. Turn on any peripheral devices, such as printers or scanners, and see the documentation that came with the device for setup instructions.

Turning off your computer

Tips & Tricks

When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power cord and modem cable from the wall outlets. We recommend disconnecting the power cord and modem cable when your computer will not be used for long periods.

To turn off your computer in Windows XP:

1. Click **Start**, then click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.
2. Click **Turn Off**. Windows shuts down and turns off your computer.

Important

If for some reason you cannot use the Turn Off Computer option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

To turn off your computer in Windows 2000:

1. Click **Start**, then click **Shut Down**. The *Shut Down Windows* dialog box opens.
2. Click the arrow button to open the **What do you want your computer to do** list, then click **Shut down**.
3. Click **OK**. Windows shuts down and turns off your computer.

Important

If for some reason you cannot use the Shut Down option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

Restarting (rebooting) your computer

If your computer does not respond to keyboard or mouse input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your computer to normal operation, you may have to restart (reboot) your computer.

To close unresponsive programs and restart your computer:

1. Press **CTRL+ALT+DEL**, then click **Task Manager**. The *Task Manager* window opens.
2. Click the **Applications** tab, then click the program that is not responding.
3. Click **End Task**.
4. If your computer does not respond, turn it off, wait ten seconds and turn it on again.

Important

If your computer does not turn off, press and hold the power button for about five seconds, then release it.

Using the cord cover

After you have the power and peripheral device cords connected to your computer, install the cord cover to make your computer look less cluttered.

To install the cord cover:

- Align the tabs on the top of the cover with the slots above the back ports, then swing the cord cover's bottom tabs into the slots on the bottom of the computer (view shown from below for clarity).

Tips & Tricks

If you have difficulty sliding the cover's bottom tabs into the computer slots, press the bottom corners of the cord cover inward while pressing the cord cover into place.

To remove the cord cover:

- Press the cord cover's bottom tabs inward, then rotate the cord cover away from the computer.

Locking your computer

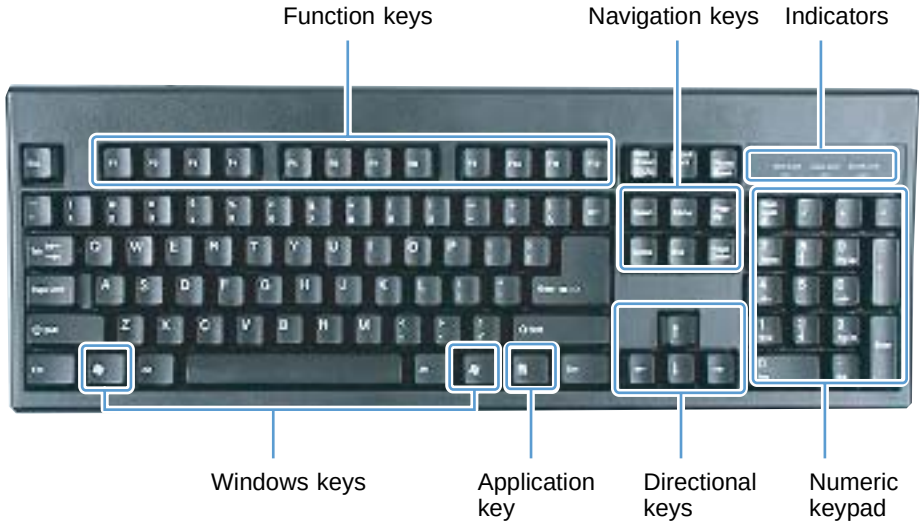
You can install a Kensington™ cable lock to prevent the theft of your computer or its internal components. While the cable lock is installed, the computer's back panel cannot be removed.

To lock your computer:

- Install a cable lock into the Kensington lock slot on the back of your computer.

Standard keyboard

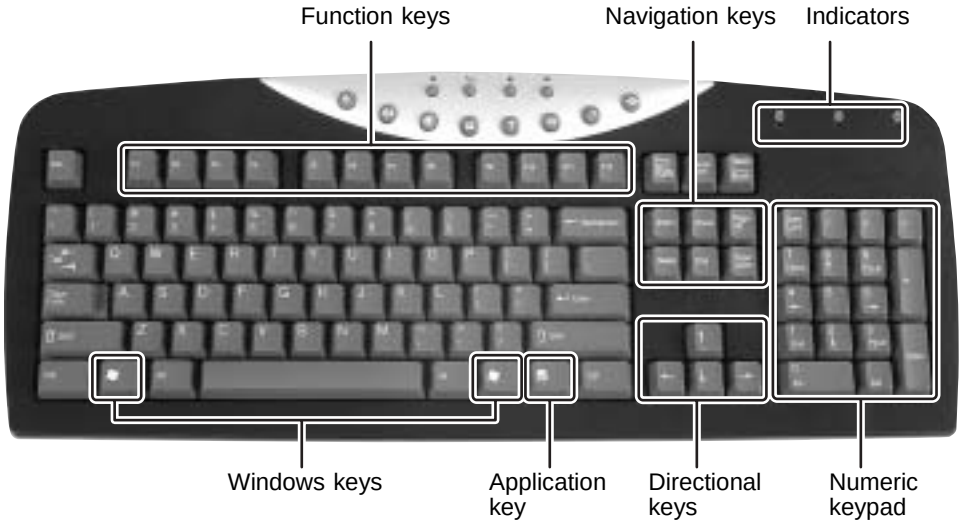
This keyboard is the basic model of keyboard available with your computer.



Press these keys...	To...
Function keys	Start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Navigation keys	Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Indicators	Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys	Press one of these keys to open the Windows **Start** menu. These keys can also be used in combination with other keys to open utilities like **F** (Search utility), **R** (Run utility), and **E** (Explorer utility).
Application key	Access shortcut menus and help assistants in Windows.
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Use these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

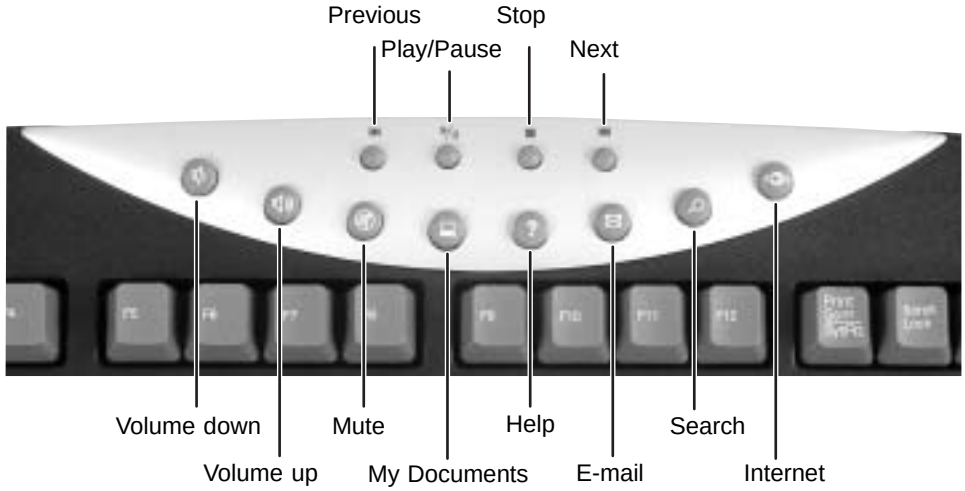
Multifunction keyboard

This keyboard is the full-featured model available with your computer.



Press these keys...	To...
Function keys	Start program actions. Each program uses different function keys for different purposes. See the program's help to learn more about function key actions.
Navigation keys	Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Indicators	Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys	Press this key to open the Windows **Start** menu. This key can also be used in combination with other keys to open utilities like **F** (Search utility), **R** (Run utility), and **E** (Explorer utility).
Application key	Access shortcut menus and help assistants in Windows.
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Use these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

Special-function buttons



Special-function buttons	Icons	Press to…
Previous	⏮	Return to the previous CD track or DVD chapter.
Play/Pause	⏯	Start or pause the play of the CD or DVD.
Stop	■	Stop the play of CD or DVD.
Next	⏭	Move to the next CD track or DVD chapter.
Volume down	🔉	Decrease the volume.
Volume up	🔊	Increase the volume.
Mute	🔇	Turn off all sound.
My Documents	💻	Opens the My Documents folder. You can customize this button to open another program.
Help	?	Open online help. You can customize this button to open another program.

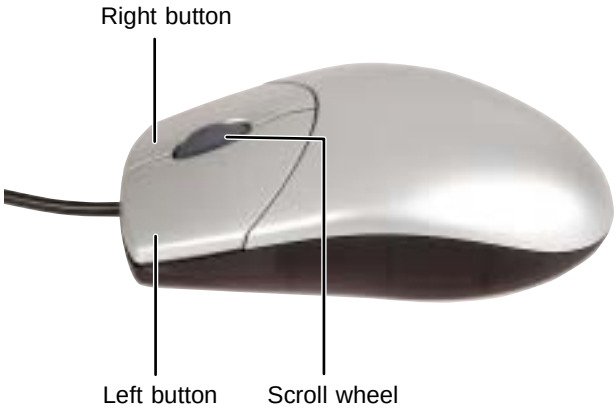
Special-function buttons	Icons	Press to…
E-mail		Open your e-mail program. You can customize this button to open another program.
Search		Open online search. You can customize this button to open another program.
Internet		Open your Web browser. You can customize this button to open another program.

Wireless keyboard

If a wireless keyboard and mouse came with your computer, use the instructions included in the box to set them up and use them.

Mouse

The *mouse* is a device that controls the pointer movement on the computer display. This illustration shows the standard mouse.

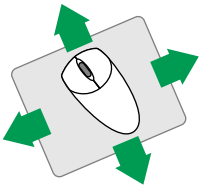
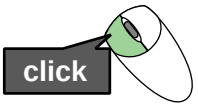
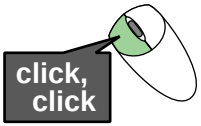
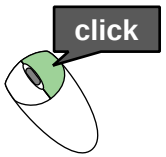
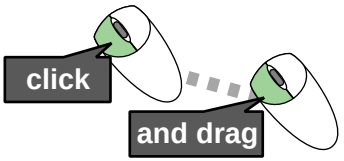


As you move the mouse, the *pointer* (arrow) on the display moves in the same direction.

You can use the *left* and *right buttons* on the mouse to select objects on the display.

You can use the *scroll wheel* on the mouse to move through a document. This feature is not available in all programs.

Using the mouse

To…	Do this…	
Move the pointer on the computer display		Move the mouse around on the mouse pad. If you run out of space on your mouse pad and need to move the pointer farther, pick up the mouse, set it down in the middle of the mouse pad, then continue moving the mouse.
Select an object on the computer display		Position the pointer over the object. Quickly press and release the left mouse button once. This action is called *clicking*.
Start a program or open a file or folder		Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called *double-clicking*.
Access a shortcut menu or find more information about an object on the computer display.		Position the pointer over the object. Quickly press and release the right mouse button once. This action is called *right-clicking*.
Move an object on the computer display.		Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the computer display. Release the button to drop the object where you want it.

For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see “Changing the mouse settings” on page 143.

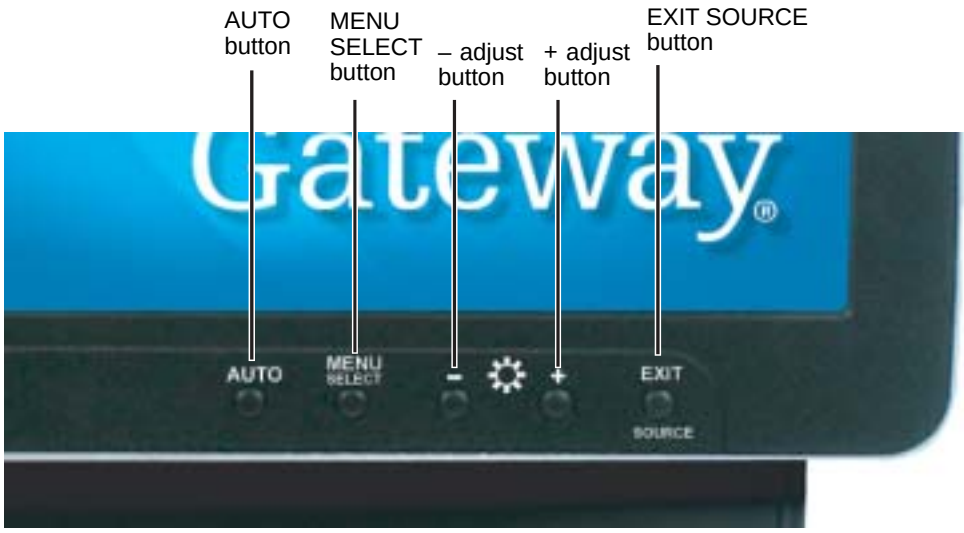
For instructions on how to clean the mouse, see “Cleaning the mouse” on page 199.

Computer display

You can adjust your computer display image by using external controls (located near the display itself) and software controls (accessible in Windows). For more information about software controls, see “Adjusting the screen and desktop settings” on page 132.

External controls

The computer display features an on-screen display (OSD) that lets you adjust and save contrast, brightness, and other settings for the display. Your computer saves changes you make to the settings, even if you turn off the display.



- **Auto**.
  Press the **AUTO** button to automatically optimize the display’s settings.
- **Menu/Select**.
  Press to view the OSD. Press again to select OSD options.
- **–** and **+**.
  OSD active: Press to move through menu screens and adjust OSD options.
  OSD inactive: Press to adjust the brightness.
- **Exit/Source**.
  Press to deselect a menu screen. Press again to exit the OSD.

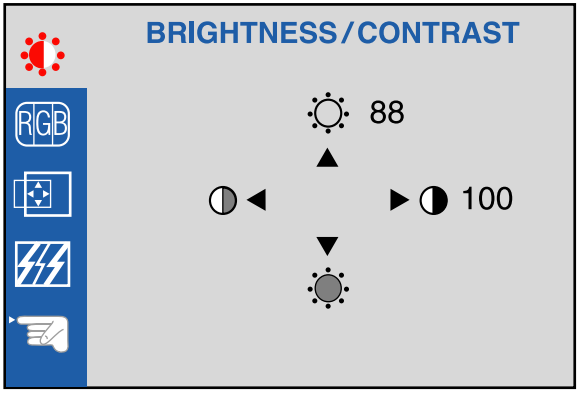
OSD options

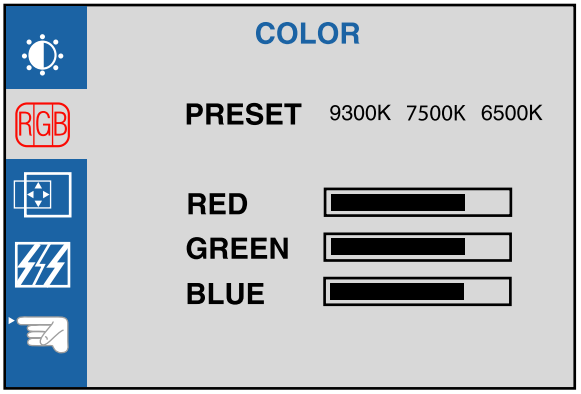
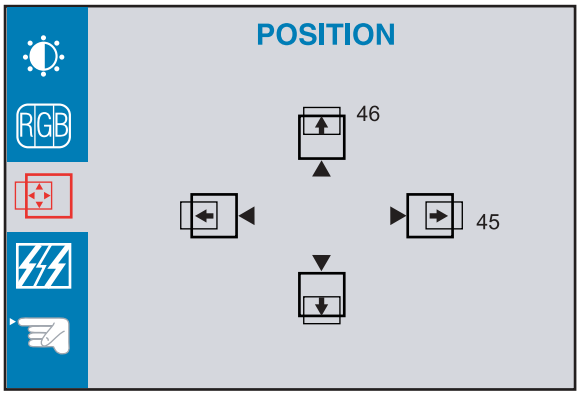
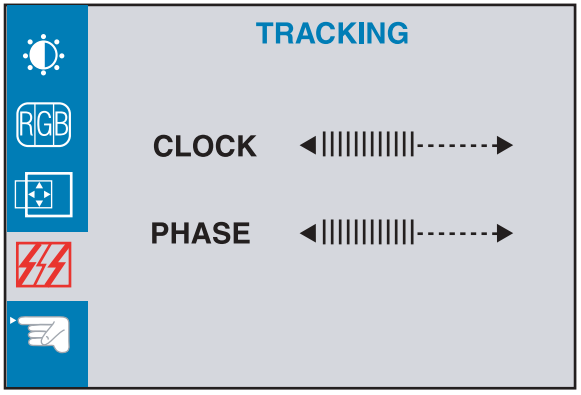
To adjust the OSD settings:

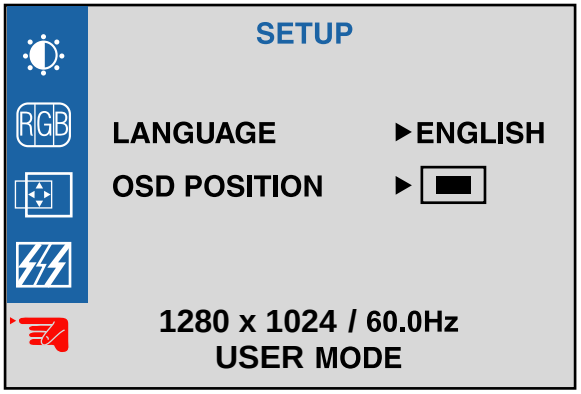
1. Press the **MENU/SELECT** button. The OSD menu opens.
2. Use the − and + buttons to highlight a control, then press the **MENU/SELECT** button.
3. Use the − and + buttons to adjust the control to the desired level.
4. When you have finished making adjustments, press the **EXIT** button to return to the main menu screen.
5. If you want to adjust additional ODS options, repeat Step 2 through Step 4 until all adjustments are made.
6. Press the **EXIT** button again to exit the OSD.

OSD menus

You can access any of these menus in the OSD:

OSD menu	Description
	**Brightness.** Adjusts the brightness of the computer display. Use the lowest brightness setting you are comfortable with to maximize the life of the display backlights. You may need to readjust brightness after the computer display has warmed up. **Contrast.** Adjusts the contrast of the computer display.

OSD menu	Description
	**Preset.** Adjusts the color temperature. 9300K is bluish white. 6500K is reddish white (default). **Red, Green, Blue.** Customize the color levels.
	(This menu is unavailable on some models) **Vertical position.** Moves the image up and down. **Horizontal position.** Moves the image left and right. You can also use the Auto function to configure the vertical and horizontal position automatically. For more information on the Auto function, see “External controls” on page 27.
	(This menu is unavailable on some models) **Clock.** Minimizes any vertical bars or stripes visible on the computer display background. The horizontal display size will also change. **Phase.** Removes any horizontal distortion and clears or sharpens the image of characters.

OSD menu	Description
	**Language.** Changes the OSD language setting. **OSD Position.** Adjusts the OSD window position on the display.

To adjust the color depth and screen resolution using software controls, see “Adjusting the screen and desktop settings” on page 132.

Installing a printer, scanner, or other peripheral device

Important

Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your computer has one or more of the following ports: IEEE 1394, Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see "Checking Out Your Gateway Profile" on page 1.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

Parallel and serial port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

Help and Support

For more information about installing peripheral devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing devices** in the **Search** box

, then click the arrow.

3 Getting Help

This chapter tells you about additional information resources available to help you use your computer. Read this chapter to learn how to access:

- Help and Support
- Online help
- Gateway Web site

Help and Support

Your computer includes *Help and Support*, an easily accessible collection of help information, troubleshooters, and automated support. Use Help and Support to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer.

To start Help and Support:

- Click **Start**, then click **Help and Support**. Help and Support opens.

You can find help information by clicking a link, performing a search, or browsing the index.

Searching for a topic

To search for a topic in Help and Support, type a word or phrase (keyword) in the **Search** box located at the top of any Help and Support screen, then click the arrow button.

For each search, you receive the following search result types:

- Suggested Topics - These topics are located in Help and Support and are relevant to your search topic.
- Full-text Search Matches - These topics are located in Help and Support and contain the words you entered in the **Search** box.
- Microsoft Knowledge Base - These topics are located on the Microsoft Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.

To view a list of your search results, click the results header for the type of results you want to view.

To view a topic, click the topic name in the **Search Results** list.

Online help

Many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. You can access most online help information by selecting a topic from a **Help** menu or by clicking a **Help** button.

You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.

Microsoft Internet Explorer
Hide
Back
Forward
Options
Web Help
Contents
Index
Search
Favorites
Getting started with Internet Explorer
Finding the Web Pages You Want
Browsing the Web Offline
Printing and Saving Information
Sending Information over the Internet Safe
Understanding Security and Privacy on the
Controlling Access to Inappropriate Interne
Customizing Your Web Browser
Accessibility
Microsoft® Internet Explorer
Getting started with Internet Explorer
With an Internet connection and Internet Explorer, you can find and view information about anything on the Web. Just click the topics below to get started. You'll find more information to help you browse the Internet in the Help Contents.
Basic setup
If you aren't connected to the Internet, or you want to create a new connection, click this link.
Set up an Internet connection
Learning about Internet Explorer

Gateway Web site

Gateway's online support is available 24 hours per day, 7 days per week and provides the most current drivers, product specifications, tutorials, and personalized information about your system. Visit the Gateway eSupport Web site at support.gateway.com. For more information about connecting to the Internet, see "Using the Internet" on page 55.

Using eSupport

The eSupport site is divided into five major areas:

- Support Home
- Downloads
- Contact Us
- Account Info
- PC Tools

Each of these areas is represented by a menu across the top of the Web page.

Support Home

To get specific information about your computer, type your serial number into the *My Support* box, then click **Continue,** or click **Look up my serial number for me**. For more information, see "Finding your specifications" on page 7.

Click **Support Home**, then click **All Support Documents** to access product documentation, specifications, and guides. By entering your serial number, you get specific documents related to your system. You can also browse through the reference area to locate an article specific to the question you have.

Click **Support Home**, then click **General Tutorials** to access an extensive library of how-to articles and videos on topics such as making audio CDs and installing a hard drive.

Downloads

Click **Downloads**, then click **My Downloads** to get the latest software updates for BIOS and driver upgrades. By entering your serial number you get drivers specific to your system. Click **All Downloads** to walk through a step-by-step wizard to locate your drivers.

Contact Us

Click **Contact Us** to access links to technical support with a live technician, including chat and e-mail. Click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see "Telephone numbers" on page 241.

Account Info

Click **Account Info** to access support for non-technical issues, like the status of your order or changing your account address.

PC Tools

Click **PC Tools** to access utilities to help you manage your computer.

4 Windows Basics

Read this chapter to learn how to:

- Use the Windows desktop
- Manage files and folders
- Work with documents
- Use shortcuts

About the Windows environment

After your computer starts, the first screen you see is the Windows *desktop*. The desktop is like the top of a real desk. Think of the desktop as your personalized work space where you open programs and perform other tasks.

Your desktop may be different from this example, depending on how your computer is set up.

Help and Support

For more information about the Windows XP desktop, click **Start**, then click **Help and Support**.

Type the keyword **Windows desktop** in the **Search** box , then click the arrow.

Using the desktop

The desktop contains the taskbar, the Start button, and the Recycle Bin icon.

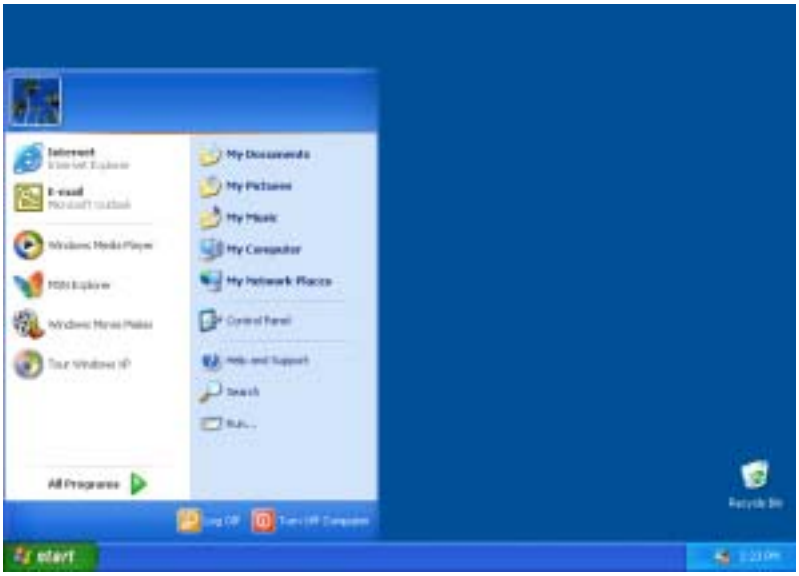
Desktop elements	Description
	The *taskbar* is the bar at the bottom of the computer display containing the Start button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's *button* on the taskbar to open the program's window.
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the **Start** button, then open a file or program by clicking an item on the menu that opens.
	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your computer. For instructions on how to use the Recycle Bin, see "Deleting files and folders" on page 51.

Using the Start menu

You can start programs, open files, customize your system, get help, search for files and folders, and more using the Start menu.

To use the Start menu:

1. Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.
2. Click **All Programs** to see all programs and files in the Start menu. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, called a *submenu*, opens and reveals related files, programs, or commands.
3. Click a file or program to open it.



Help and Support

For more information about the Windows XP Start menu, click **Start**, then click **Help and Support**.

Type the keyword **Windows Start menu** in the **Search** box Search, then click the arrow.

Adding icons to the desktop

You may want to add an icon (shortcut) to the desktop for a program that you use frequently.

To add icons to the desktop:

1. Click **Start**, then click **All Programs**.
2. Right-click (press the right mouse button) the program that you want to add to the desktop.
3. Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.

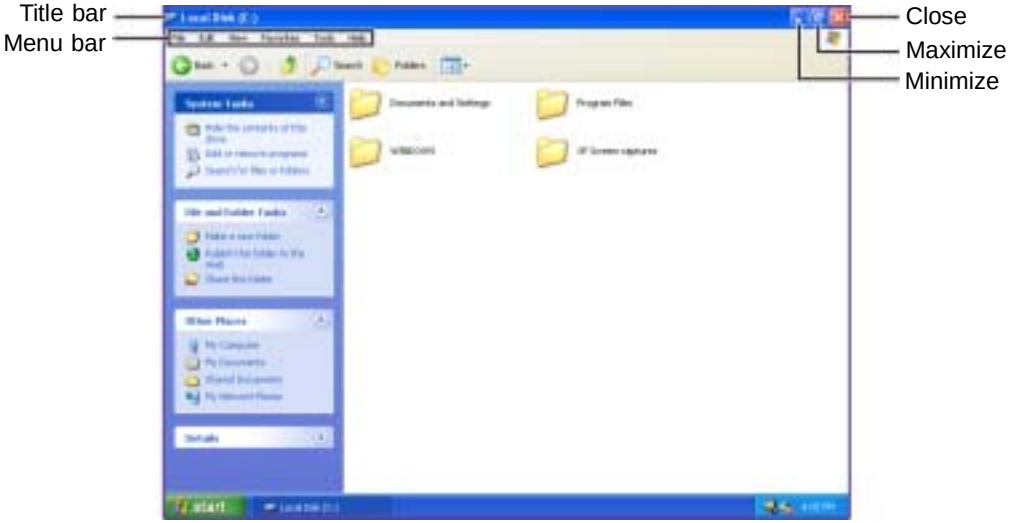
Help and Support

For more information about desktop icons, click **Start**, then click **Help and Support**.

Type the keyword **desktop icons** in the **Search** box Search , then click the arrow.

Identifying window items

When you double-click the icon for a drive, folder, file, or program, a *window* opens on the desktop. This example shows the Local Disk (C:) window, which opens after you double-click the **Local Disk (C:)** icon in the *My Computer* window.



Every program window looks a little different because each has its own menus, icons, and controls. Most windows include these items:

Window item	Description
	The *title bar* is the horizontal bar at the top of a window that shows the window title.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.
	Clicking the *maximize button* expands the active window to fit the entire computer display. Clicking the maximize button again restores the window to its former size.
	Clicking the *close button* closes the active window or program.
	Clicking an item on the *menu bar* starts an action such as Print or Save.

Help and Support

For more information about windows, click **Start**, then click **Help and Support**.

Type the keyword **window** in the **Search** box , then click the arrow.

Working with files and folders

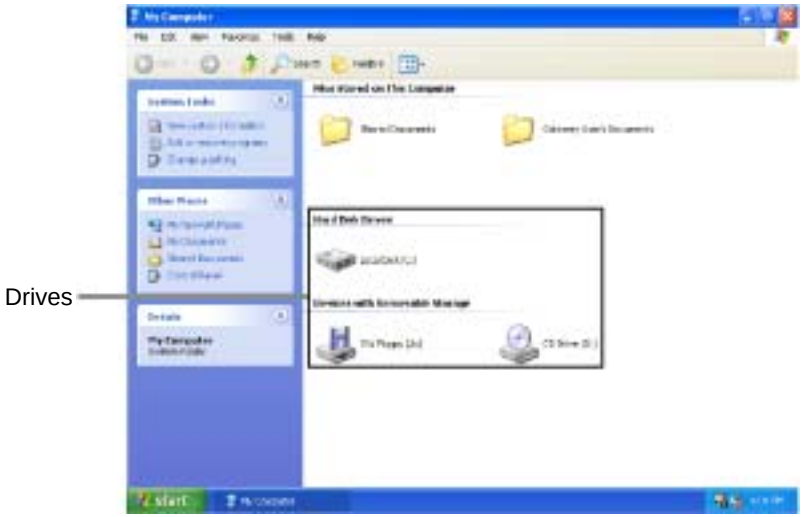
You can organize your files and programs to suit your preferences much like you would store information in a file cabinet. You can store these files in folders and copy, move, and delete the information just as you would reorganize and throw away information in a file cabinet.

Viewing drives

Drives are like file cabinets because they hold files and folders. A computer almost always has more than one drive. Each drive has a letter, for example, Local Disk (C:) for the hard drive. You may also have more drives such as a CD or DVD drive.

To view the drives on your computer:

- Click **Start**, then click **My Computer** on the Start menu.



To see the files and folders on a drive:

- Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **Show the contents of this drive**.

Help and Support

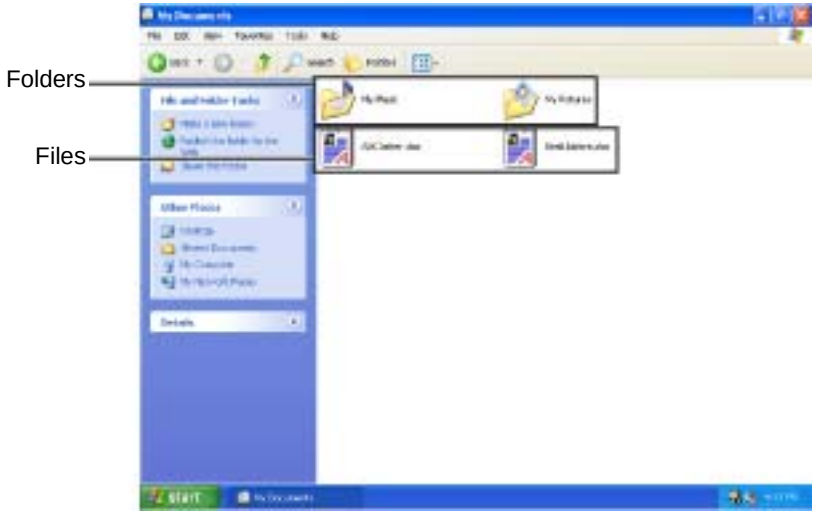
For more information about files and folders, click **Start**, then click **Help and Support**.

Type the keyword **files and folders** in the **Search** box Search, then click the arrow.

Creating folders

Folders are much like the folders in a file cabinet. They can contain files and other folders.

Files are much like paper documents—letters, spreadsheets, and pictures—that you keep on your computer. In fact, all information on a computer is stored in files.



To create a folder:

1. Click **Start**, then click **My Computer** on the Start menu.
2. Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive. If you do not see the contents of the drive, click **Show the contents of this drive**.
3. If you want to create a new folder inside an existing folder, double-click the existing folder. If you do not see the contents of the drive or folder, click **Show the contents of this drive** or **Show the contents of this folder**.
4. Click **File**, **New**, then click **Folder**. The new folder is created.
5. Type a name for the folder, then press **ENTER**. The new folder name appears by the folder icon.

Help and Support

For more information about creating files and folders, click **Start**, then click **Help and Support**.

Type the keyword **creating files and folders** in the **Search** box

, then click the arrow.

For information about renaming folders, see "Shortcuts" on page 61.

Copying and moving files and folders

The skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

When you *copy and paste* a file or folder, you place a *copy* of the file or folder on the Windows *clipboard*, which temporarily stores it. Then, when you decide what folder you want the copy to go in (the *destination* folder), you *paste* it there.

When you *cut and paste* a file or folder, you remove the file or folder from its original location and place the file or folder on the Windows clipboard. When you decide where you want the file or folder to go, you paste it there.

Important

The clipboard stores whatever you cut or copy until you cut or copy again. Then the clipboard contains the new information only. Therefore, you can paste copies of a file or folder into more than one place, but as soon as you copy or cut a different file or folder, the original file or folder is deleted from the clipboard.

To copy a file or folder to another folder:

1. Locate the file or folder you want to copy. For more information, see "Viewing drives" on page 46 and "Searching for files" on page 54.
2. Right-click (press the right mouse button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
3. Click **Copy** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1. Locate the file or folder you want to move. For more information, see "Viewing drives" on page 46 and "Searching for files" on page 54.
2. Right-click (press the right mouse button) the file or folder that you want to move. A pop-up menu opens on the desktop.
3. Click **Cut** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Help and Support

For more information about copying files and folders or moving files and folders, click **Start**, then click **Help and Support**.

Type the keyword **copying files and folders** or **moving files and folders** in the **Search** box

, then click the arrow.

Deleting files and folders

When you throw away paper files and folders, you take them from the file cabinet and put them in a trash can. Eventually the trash can is emptied.

In Windows, you throw away files and folders by first moving them to the Windows trash can, called the *Recycle Bin*, where they remain until you decide to empty the bin.

You can recover any file in the Recycle Bin as long as the bin has not been emptied.

To delete files or folders:

1. In My Computer or Windows Explorer, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see "Shortcuts" on page 61.

   If you cannot find the file you want to delete, see "Searching for files" on page 54.

2. Click **File**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.

Help and Support

For more information about deleting files and folders, click **Start**, then click **Help and Support**.

Type the keyword **deleting files and folders** in the **Search** box Search, then click the arrow.

To recover files or folders from the Recycle Bin:

1. Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.

2. Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see "Shortcuts" on page 61.

3. Click **File**, then click **Restore**. Windows returns the deleted files or folders to their original locations.

To empty the Recycle Bin:

Caution

Emptying the Recycle Bin permanently erases any files or folders in the bin. These files cannot be restored.

1. Double-click the **Recycle Bin** icon on the desktop. The *Recycle Bin* window opens.
2. Click **File**, then click **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.
3. Click **Yes**. Windows permanently deletes all files in the Recycle Bin.

Help and Support

For more information about emptying the Recycle Bin, click **Start**, then click **Help and Support**.

Type the keyword **emptying Recycle Bin** in the **Search** box , then click the arrow.

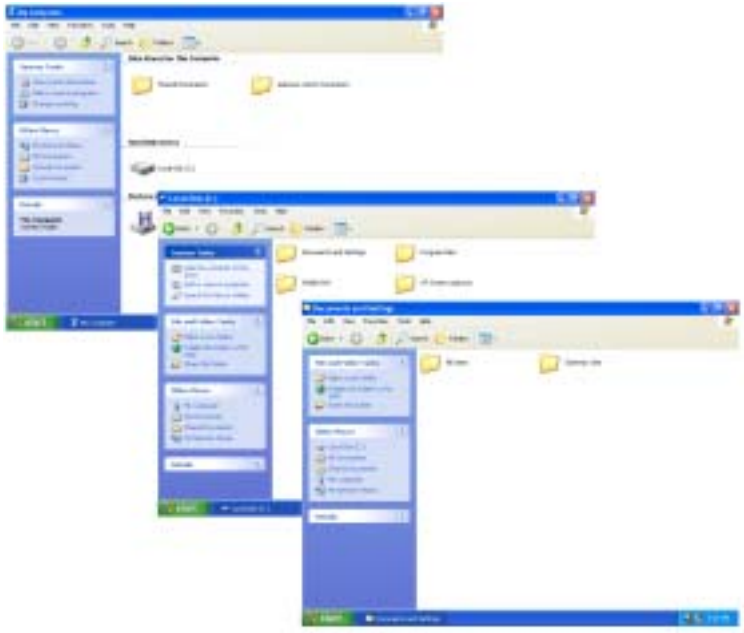
Browsing for files and folders

A file or folder that you need is rarely right on top of your Windows desktop. It is usually on a drive inside a folder that may be inside yet another folder, and so on.

Windows drives, folders, and files are organized in the same way as a real file cabinet in that they may have many levels (usually many more levels than a file cabinet, in fact). So you usually will have to search through levels of folders to find the file or folder that you need. This is called *browsing*.

To browse for a file:

1. Click **Start**, then click **My Computer**. The *My Computer* window opens.
2. Double-click the drive or folder that you think contains the file or folder that you want to find. If you do not see the contents of a folder, click **Show the contents of this drive** or **Show the contents of this folder.**



3. Continue double-clicking folders and their subfolders until you find the file or folder you want.

Help and Support

For more information about browsing for files and folders, click **Start**, then click **Help and Support**.

Type the keyword **files and folders** in the **Search** box Search , then click the arrow.

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility to search by:

- Name or part of a name
- Creation date
- Modification date
- File type
- Text contained in the file
- Time period in which it was created or modified

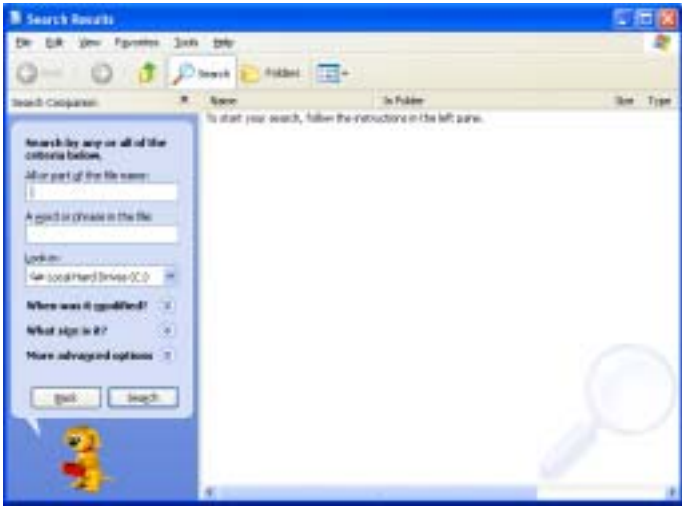
You can also combine search criteria to refine searches.

Files and folders found using this utility can be opened, copied, cut, renamed, or deleted directly from the list in the results window.

Using the Windows Search utility

To find files and folders using the Search utility:

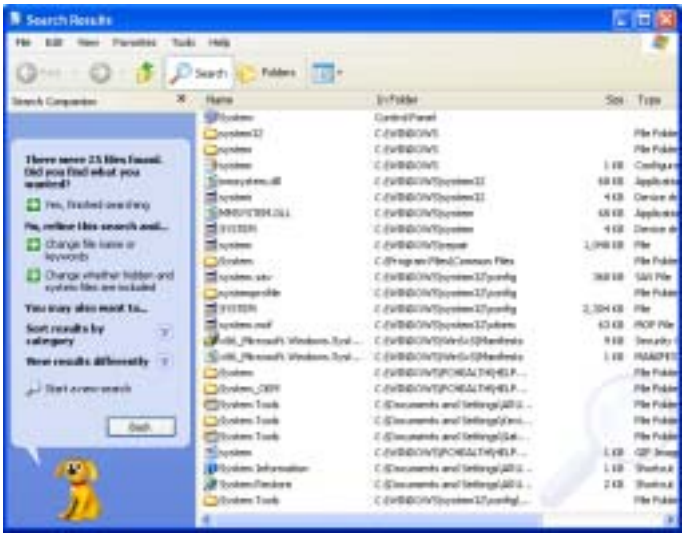
1 Click **Start**, then click **Search**. The *Search Results* window opens. Click **All files and folders**.



2 If you want to search by file or folder name, type in all or part of the file or folder name in the name box in the left pane of the window.

- If you type all of the name, Search will list all files and folders of that name.
- If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

3 Click **Search**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.



4 Open a file, folder, or program by double-clicking the name in the list.

Help and Support

For more information about searching for files and folders, click **Start**, then click **Help and Support**.

Type the keyword **searching** in the **Search** box Search , then click the arrow.

Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

- Date the file was created or modified.
- Size of the file.
- Type of file, such as a program or a text document.

Working with documents

Computer documents include word processing files, spreadsheet files, or other similar files. The basic methods of creating, saving, opening, and printing a document apply to most of these types of files.

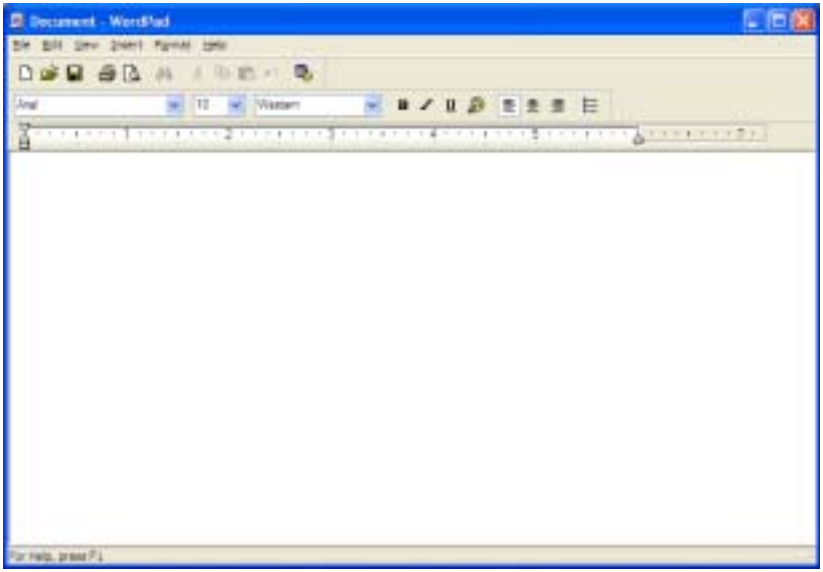
The following examples show how to create, save, open, and print a document using Microsoft® WordPad. Similar procedures apply to other programs such as WordPerfect, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

Creating a new document

To create a new document:

1. Click **Start**, **All Programs**, **Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.



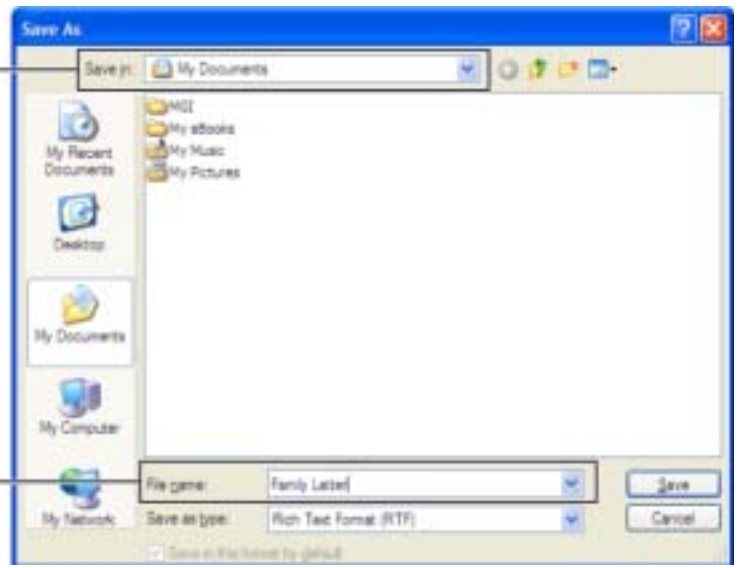
2. Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

Saving a document

After you create a document, you need to save it if you want to use it later.

To save a document:

1. Click **File**, then click **Save**. The *Save As* dialog box opens.



2. Click the arrow button to open the **Save in** list, then click the folder where you want to save the file. If you do not see the folder you want, browse through the folders listed below the *Save in* list.
3. Type a new file name in the **File name** box.
4. Click **Save**.

Help and Support

For more information about saving documents, click **Start**, then click **Help and Support**.

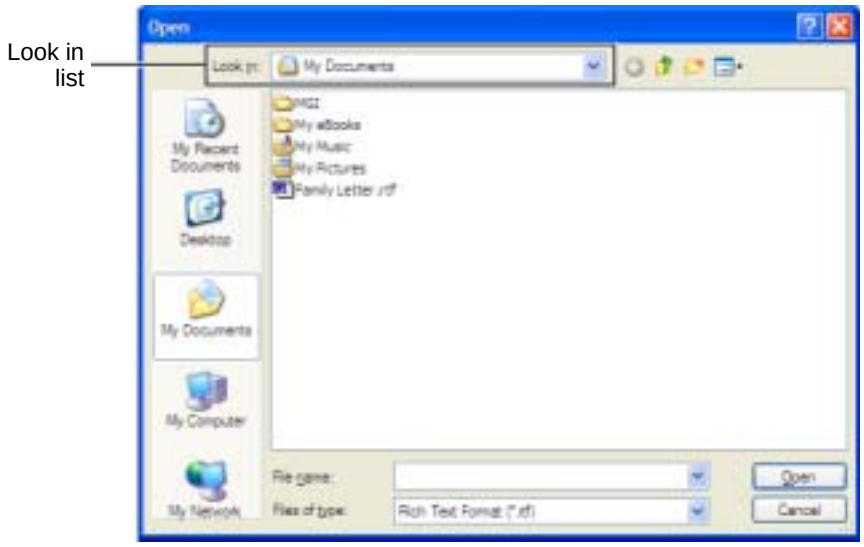
Type the keyword **saving** in the **Search** box Search , then click the arrow.

Opening a document

To view, revise, or print an existing document, first you need to open it. Open the document in the program that it was created in.

To open a document:

1. Start the program.
2. Click **File**, then click **Open**.
3. Click the arrow button to open the **Look in** list, then click the folder you want to open. If you do not see the folder you want, browse through the folders listed below the *Look in* list.



4. Double-click the document file name. The document opens.

Help and Support

For more information about opening documents, click **Start**, then click **Help and Support**.

Type the keyword **opening files** in the **Search** box Search , then click the arrow.

Printing a document

To print a document, you must have a printer connected to your computer or have access to a network printer. For more information about installing or using your printer, see the printer documentation.

To print a document:

1. Make sure that the printer is turned on and loaded with paper.
2. Start the program and open the document.
3. Click **File**, then click **Print**. The *Print* dialog box opens.
4. Set the print options, then click **OK**. The document prints.

Help and Support

For more information about printing documents, click **Start**, then click **Help and Support**.

Type the keyword **printing** in the **Search** box Search , then click the arrow.

Shortcuts

The following table shows a few shortcuts that you can use in Windows and almost all programs that run in Windows. For more information about shortcuts, see your Windows or program documentation.

To...	Do this...
Copy a file, folder, text, or graphic	Click the item, then press **CTRL** + **C**.
Cut a file, folder, text, or graphic	Click the item, then press **CTRL** + **X**.
Paste a file, folder, text, or graphic	Click inside the folder or window where you want to paste the object, then press **CTRL** + **V**.
Select multiple items in a list or window	Click the first item, press and hold down the **CTRL** key, then click each of the remaining items.
Select multiple adjacent items in a list or window	Click the first item in the list, press and hold down the **SHIFT** key, then click the last item in the list.
Permanently delete a file or folder	Click the file or folder, then press **SHIFT** + **DELETE**. The file or folder is permanently deleted. The file or folder is **not** stored in the Recycle Bin.
Rename a file or folder	Click the file or folder, press **F2**, type the new name, then press **ENTER**.
Close the active window or program	Press **ALT** + **F4**.
Switch to a different file, folder, or running program	Press **ALT** + **TAB**.

Help and Support

For more information about Windows keyboard shortcuts, click **Start**, then click **Help and Support**.

Type the keyword **Windows keyboard shortcuts** in the **Search** box , then click the arrow.

Using the Internet 5

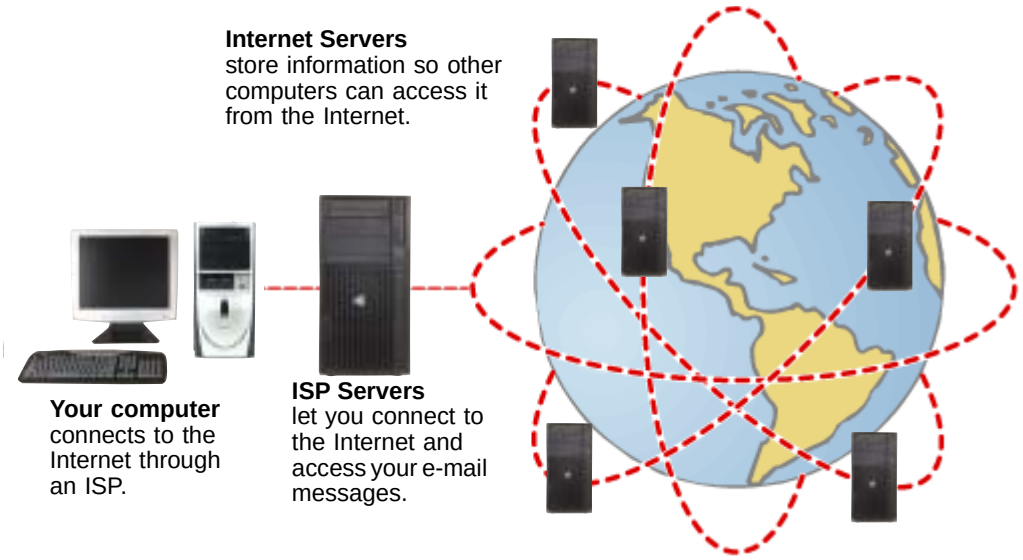
This chapter provides information about the Internet and the World Wide Web. Read this chapter to learn how to:

- Set up and access an Internet account using America Online®
- Connect to a Web site using a browser
- Download files from the Internet
- Send and receive e-mail using America Online

Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to people everywhere. The two most popular services on the Internet are e-mail and the World Wide Web. You can access this network by connecting your computer to a telephone, DSL (Digital Subscriber Line), or cable line and signing up with an Internet service provider (ISP).

Cable and DSL modems, a connection known as broadband, use your TV cable or special telephone lines to connect to your ISP and access the Internet. Cable and DSL modems connect to your computer through an Ethernet jack and provide a faster connection speed than a standard telephone modem.


Internet Servers
store information so other computers can access it from the Internet.
Your computer
connects to the Internet through an ISP.
ISP Servers
let you connect to the Internet and access your e-mail messages.

If you want to access the Internet you need:

- A **modem** – a device that connects your computer to other computers or servers using a telephone, DSL, or cable line.
- An **Internet service provider** – a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages.
- A **Web browser** – a program that displays information from the World Wide Web.
- An **e-mail program** – a program that lets you create, send, and receive e-mail messages over the Internet.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet service provider (ISP). If you have chosen America Online as an ISP, follow these instructions to set up and connect to your account. To set up a different ISP service or to transfer an existing account to this computer, contact the ISP directly.

If you set up an account with America Online, an Internet e-mail address is created for you. After completing the setup, you are ready to access the Internet.

To set up an Internet account with America Online:

1. Click **Start**, **All Programs**, then click **America Online**.
2. Follow the on-screen instructions. After setting up your account, you can connect to the Internet and access your e-mail services.

Accessing your Internet account

To connect to your America Online Internet account:

1. Click **Start**, **All Programs**, then click **America Online**.
2. Complete the member name and password information, then click **Connect**. Your computer dials the Internet account telephone number. After connecting, the *Welcome* window opens.

If you are using a service other than America Online, check with your ISP for the correct procedure for connecting.

To disconnect from your America Online Internet account:

- Click **X** in the top-right corner of the America Online window. Your computer disconnects from the Internet.

Important

Make sure that your computer disconnects correctly from your Internet account. If you do not have an "unlimited hours" ISP account, you may have to pay for the time that you are connected, even if you are not at your computer.

If you are using a service other than America Online, check with your ISP for the correct procedure for disconnecting.

Help and Support

For general information about using Internet accounts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **ISP** in the **Search** box Search, then click the arrow.

Using the World Wide Web

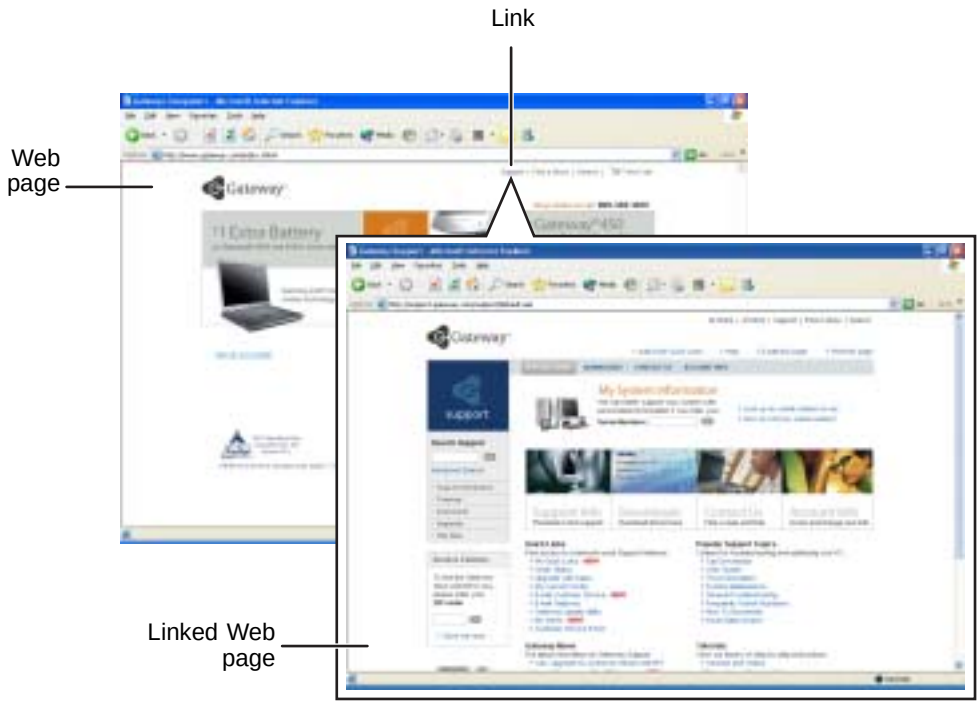
The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer (which comes installed on your new computer), Netscape Navigator, or the browser built into America Online.

Web pages can contain text, animations, music, and other multimedia features. A group of related Web pages is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on a Web page called *links* or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse pointer over it. If the pointer changes to a hand, the item is a link.

To learn more about using the Web browser features, click **Help** in the menu bar.



Connecting to a Web site

After you set up an account with an Internet service provider (ISP) such as America Online, you can access the many information sources on the World Wide Web.

To connect to a Web site:

1. Connect to your Internet account. After your computer connects, a default opening page or welcome screen opens.
2. To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example **www.gateway.com**), then click **GO** on the browser address bar.

- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, *downloads* (transfers) data to your computer, and displays the page on the site that you requested.

Help and Support

For more information about connecting to a Web site in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **connecting to Web site** in the **Search** box Search, then click the arrow.

Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

Downloading files

Downloading is the process of transferring files from a computer on the Internet to your computer.

To protect your computer against viruses, make sure that you scan the files you download. For more information, see "Protecting your computer from viruses" on page 186.

To download files or programs from a Web site:

1. Connect to your Internet account.
2. In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.

   - OR -

   Click a link on a Web page to navigate to the Web site containing the file that you want to download.
3. Create or locate the folder where you want to store the file on your computer. For more information, see "Working with files and folders" on page 46.
4. Click the link on the Web page for the file that you want to download.
5. Follow the on-screen instructions for saving the file in the folder that you want. A copy of the file is downloaded to your computer. The time that it takes to transfer the file to your computer depends on file size and Internet conditions.
6. Open the folder that you created.
7. Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Help and Support

For more information about downloading files in Windows XP, click **Start**, then click **Help and Support**.

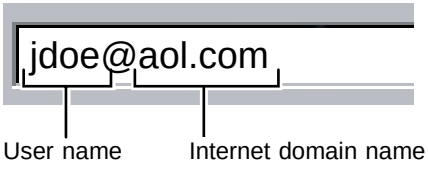
Type the keyword **downloading files** in the **Search** box Search, then click the arrow.

Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *e-mail address* consists of a user name, the @ symbol, and the Internet *domain name* of the Internet service provider (ISP) or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with America Online might have an e-mail address that is similar to this one:



Sending e-mail

To send e-mail using America Online:

1. Connect to your America Online account.
2. Click **Write**.
3. Type the e-mail address of the recipient you want to send e-mail to in the **Send To** box.
4. Type the subject of your e-mail in the **Subject** box.
5. Type the e-mail message.
6. When finished, click **Send Now**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

To check your e-mail using America Online:

1. Connect to your America Online account.
2. Click **Read**.
3. Double-click the message you want to read.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

Help and Support

For general information about using e-mail in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **e-mail** in the **Search** box Search, then click the arrow.

6 Using Multimedia

This chapter provides information on using the multimedia features of your computer. Read this chapter to learn how to:

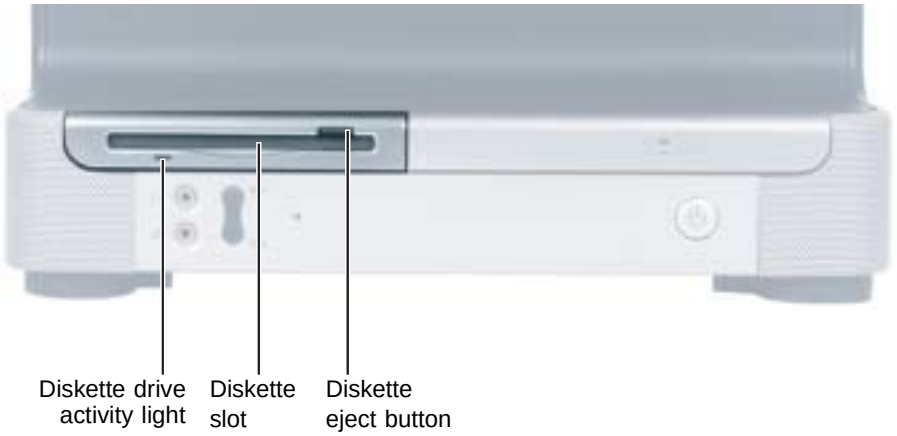
- Use the diskette drive
- Use the CD or DVD drive
- Adjust the volume
- Play CDs and DVDs
- Record and play audio files
- Use Windows Media Player
- Use MusicMatch
- Use a recordable drive to create CDs or DVDs

Using the diskette drive

The diskette drive uses 3.5-inch diskettes (sometimes called *floppy disks*). Diskettes are useful for storing files or transferring files to another computer.

Warning

Do not expose diskettes to water or magnetic fields. Exposure could damage the data on the diskette.



To use a diskette:

1 Insert the diskette into the diskette drive with the label facing up.

2 To access a file on the diskette in Windows XP, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the A: drive), then double-click the file name.

- OR -

To access a file on the diskette in Windows 2000, double-click the **My Computer** icon, the drive letter (for example, the A: drive), then double-click the file name.

3 To remove the diskette, make sure that the drive activity light is off, then press the diskette eject button.

Using the CD or DVD drive

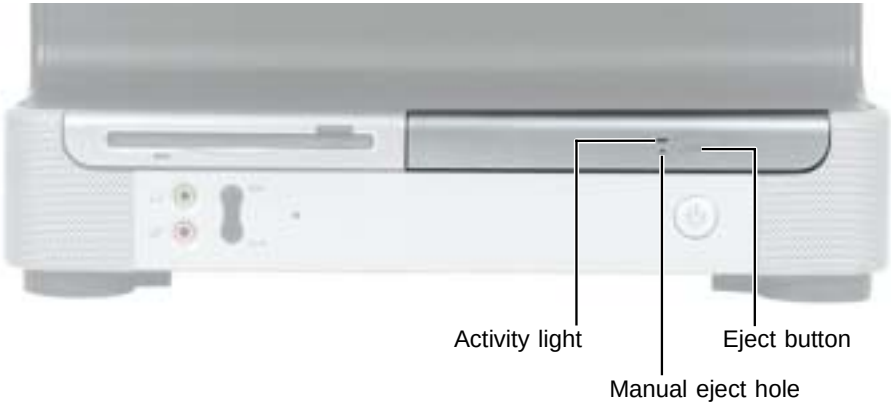
You can use your computer to enjoy a wide variety of multimedia features.

Identifying drive types

Your Gateway computer may contain one of the following drive types. Look on the front of the drive for one of the following logos:

CD drive		Use a CD drive for installing programs, playing audio CDs, and accessing data.
Combination DVD/CD-RW drive		Use a combination DVD/CD-RW drive for installing programs, playing audio CDs, playing DVDs, accessing data, and recording music and data to CD-R or CD-RW discs. For more information, see “Creating CDs and DVDs” on page 100.
DVD-RW		Use a combination DVD-RW drive for installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data DVD-R, or DVD-RW discs. For more information, see “Creating CDs and DVDs” on page 100.

Inserting a CD or DVD



Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

To insert a CD or DVD:

1. Press the eject button on the CD or DVD drive. After the tray opens slightly, pull the disc tray completely open.
2. Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place. You can place your other hand underneath the disc tray to support it while you press the disc into place.

Important

When you place a single-sided disc in the tray, make sure that the label side is facing up. If the disc has two playable sides, place the disc so the name of the side you want to play is facing up.

3. Gently push the tray in until it is closed.

Adjusting the volume

Adjusting the volume in Windows XP

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer. Depending on the sound hardware installed in your computer, you may have additional volume controls available through the Start menu.

To adjust the overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

  -OR-

  Use the volume control buttons on the keyboard. See “Special-function buttons” on page 23 for more information.

To adjust the overall volume level from Windows:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your control panel is in Category View, click **Sounds, Speech, and Audio Devices**.
2. Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.

Help and Support

For more information about adjusting volume in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **adjusting volume** in the **Search** box Search, then click the arrow.

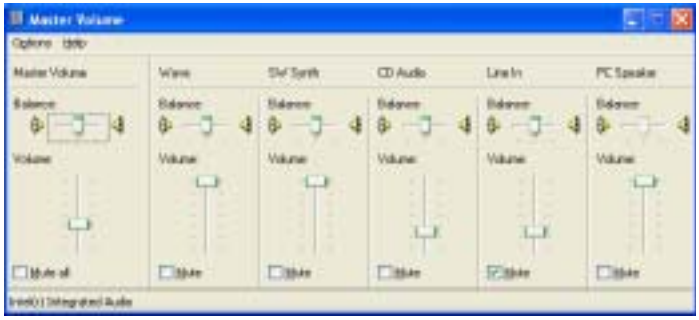
To adjust specific volume levels:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your control panel is in Category View, click **Sounds, Speech, and Audio Devices**.

2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Click **Advanced** in the **Device volume** area.



If the device you want to adjust does not appear in the window, click **Options**, **Properties**, the check box next to the audio device you want to adjust, then click **OK**.

5 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the window.

6 Click **X** in the top-right corner of the window to close it.

Adjusting the volume in Windows 2000

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer. Depending on the sound hardware installed in your computer, you may have additional volume controls available through the Start menu.

To adjust overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

  -OR-

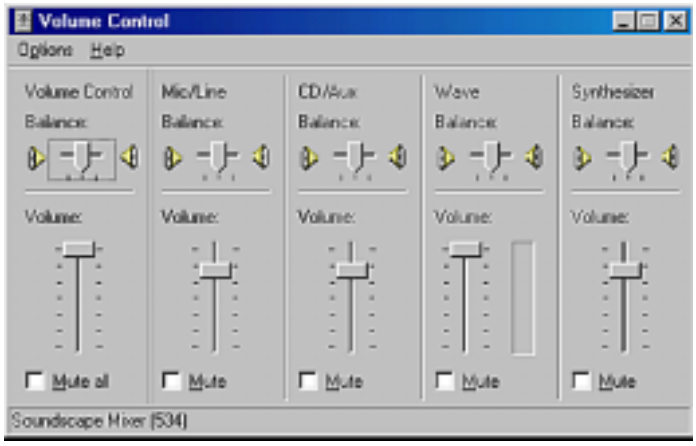
  Use the volume control buttons on the keyboard. See “Special-function buttons” on page 23 for more information.

To adjust overall volume level from Windows:

- Click the speaker icon on the taskbar, then drag the slider to change the volume or click to select the **Mute** check box.

To adjust specific volume levels:

1 Double-click the speaker icon on the taskbar. The *Volume Control* window opens.



If the device you want to adjust does not appear in the *Volume Control* window, click **Options**, **Properties**, the audio device you want to adjust, then click **OK**.

2 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the *Volume Control* window.

3 Click **X** in the top-right corner of the window to close it.

Listening to CDs

You can use the CD or DVD drive on your computer to listen to music CDs.

Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

Listening to CDs in Windows XP

Use the Windows Media Player to listen to CDs in Windows XP. For more information about the using the Windows Media Player, click **Help**. You can also use MusicMatch to listen to CDs. For more information, see “Using MusicMatch” on page 92.

You can use the special-function buttons on the Multifunction keyboard to control how you play your CDs. For more information, see “Special-function buttons” on page 23.

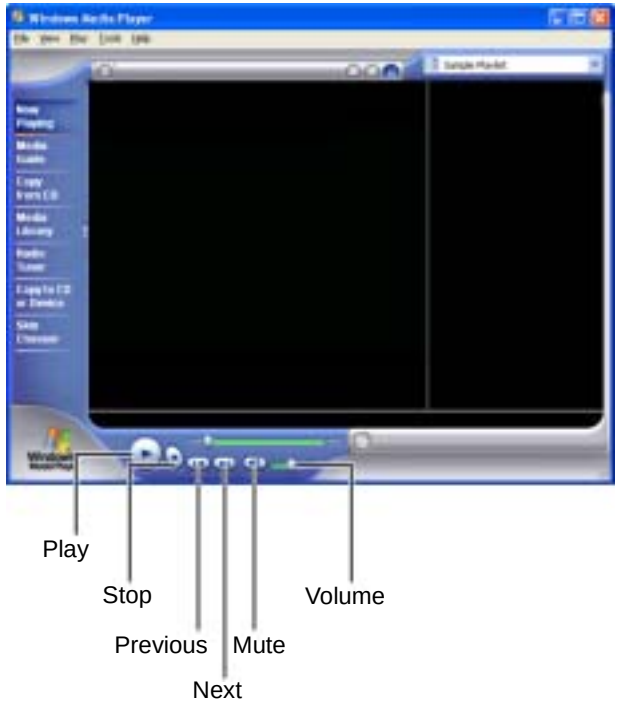
To play a CD:

1. Insert a CD into the CD or DVD drive.
2. If a dialog box opens with a list of CD players, click **Windows Media Player**. The Windows Media Player opens.

   - OR -

   If a dialog box does not open with a list of CD players, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

3 When the media player opens, click ▶ (play).



If you do not hear sound or you want to change the volume, see "Adjusting the volume in Windows XP" on page 79.

Help and Support

For more information about playing CDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **playing CDs** in the **Search** box Search , then click the arrow.

Listening to CDs in Windows 2000

Use the Windows CD Player to play an audio CD. You can also use MusicMatch to listen to CDs. For more information, see "Using MusicMatch" on page 92.

You can use the special-function buttons on the Multifunction keyboard to control how you play your CDs. For more information, see "Special-function buttons" on page 23.

To play a CD:

- Insert a CD into the CD or DVD drive. The CD Player opens and the CD plays.

  - OR -

  If the CD does not start playing automatically, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **CD Player**. When the CD Player opens, click ▶ (play).

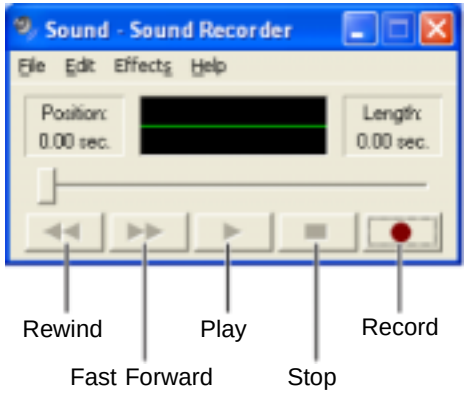
If you do not hear sound or you want to change the volume, see "Adjusting the volume in Windows 2000" on page 82.

Recording and playing audio

Use the following instructions to make an audio recording by speaking into a microphone.

To make an audio recording:

1. Plug a microphone into one of the Microphone jacks on your computer. For the location of the Microphone jacks, see “Front” on page 2, and “Back” on page 4.
2. Click **Start**, **All Programs**, **Accessories**, **Entertainment**, then click **Sound Recorder**. The Sound Recorder opens.



3. Click ● (record), then speak into the microphone.
4. When you finish recording, click ■ (stop).
5. Click **File**, then click **Save As**. The *Save As* dialog box opens.
6. Name the recording, specify the location where you want to save the recording, then click **Save**. The recording is saved.

To play an audio recording in Sound Recorder:

1. Open the Sound Recorder.
2. Click **File**, then click **Open**. The *Open* dialog box opens.
3. Click the file you want to play, then click **Open**.
4. Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Help and Support

For more information about making or playing an audio recording in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **recording audio** or **playing audio** in the **Search** box Search, then click the arrow.

Playing audio and video files with the Windows Media Player

The Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about the using the Windows Media Player, click **Help**.

To play a file using the Windows Media Player:

1 In Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

- OR -

In Windows 2000, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **Windows Media Player**. The Windows Media Player opens.

2 Click **File**, then click **Open**. The *Open* dialog box opens.

Important

If the menu bar does not appear, click the show menu bar button.

3 Click the file you want to play, then click **Open**.

4 Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Help and Support

For more information about playing audio and video using the Windows Media Player in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Media Player** in the **Search** box Search , then click the arrow.

Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. If your computer has a DVD drive, you can play DVDs with the InterVideo DVD Player program or Windows Media Player. For more information about playing DVDs, click **Help** in the DVD player program.

To play a DVD:

1 Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.

2 Turn off your screen saver and standby timers.

3 To play a DVD using InterVideo DVD, click **Start**, **All Programs**, **DVD**, then click **DVD Player**. The InterVideo DVD Player video screen and control panel open.

-OR-

To play a DVD using Windows Media Player in Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

- OR -

To play a DVD using Windows Media Player in Windows 2000, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **Windows Media Player**. The Windows Media Player opens.

Important

If the InterVideo DVD player is not on the Start menu, or if Windows Media Player cannot play a DVD, you will need to install the InterVideo DVD program. To install the InterVideo program, insert the InterVideo DVD Software disc into the DVD drive and follow the on-screen instructions.

4 Insert a DVD into the DVD drive, then click ▶ (play). The DVD plays. Use the volume controls in the DVD player to adjust the volume.

Help and Support

For more information about playing DVDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **playing DVDs** in the **Search** box

, then click the arrow.

Using MusicMatch

Using MusicMatch™, you can:

- Play music CDs
- Create MP3 music files from your music CDs
- Edit music track information
- Use your music files to build a music library
- Listen to Internet Radio

For more information on using MusicMatch, see its online help.

Playing CDs

You can use the MusicMatch program to play music CDs.

Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

To play a music CD in Windows XP:

1. To have MusicMatch automatically list the album, artist, and track names of your CD, connect to the Internet before inserting your CD.
2. Insert the music CD into the CD or DVD drive on your computer.
3. If an *Audio CD* dialog box opens, click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. The *MusicMatch* window opens.

   - OR -

   If a dialog box does not open, click **Start**, **All Programs**, **MusicMatch**, then click **MusicMatch Jukebox**. The *MusicMatch* window opens.

4 Click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. MusicMatch opens, the CD begins playing, and the names of the music tracks appear in the playlist area.

Creating MP3 music files

Using MusicMatch, you can copy the tracks from a music CD to your computer's hard drive as MP3 files. *MP3* (MPEG Layer 3) is a standard for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. MP3 files end in the file extension **.MP3**.

Important

Some music CDs have copy protection software. You cannot copy tracks from these CDs.

To create MP3 files:

1 To have MusicMatch automatically list the album, artist, and track names of your CD, then use that information for naming and storing your MP3 files, connect to the Internet before inserting your CD.

2 Insert a music CD into your CD or DVD drive.

3 If an *Audio CD* dialog box opens, click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. The *MusicMatch* window opens.

- OR -

If a dialog box does not open, click **Start**, **All Programs**, **MusicMatch**, then click **MusicMatch Jukebox**. The *MusicMatch* window opens.

4 If the CD is playing, click **Stop**.

5 Click **Record**. The *Recorder* window opens.

6 Click to clear the check box for any track you do not want to record.

7 Click **Record**.

8 When a message tells you the CD drive needs to be configured, click **OK**. A progress bar appears next to each track as it is recorded.

Editing track information

After you add a CD track as an MP3 file to your music library, you can edit the track's information.

To edit track information:

1. In MusicMatch, click **My Library**. The library window opens.
2. In the library window, right-click the file, then click **Edit Track Tag(s)**. The *Edit Track Tag(s)* dialog box opens.

3. Enter information such as track title, lead artist, album, and genre.
4. Click **OK**. The new track information appears in the MusicMatch playlist, music library, and recorder window.

Building a music library

Use MusicMatch to build a music library. You can organize your music tracks by categories, find a track quickly by using the sort features, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 files** – When you create MP3 files from the tracks on your music CD, MusicMatch automatically adds these files to your music library.
- **Dragging and Dropping** – Drag and drop files from Windows Explorer or your desktop to the music library.
- **Downloading files from the Internet** – When you are connected to the Internet, MP3 files that you download are automatically added to your music library.

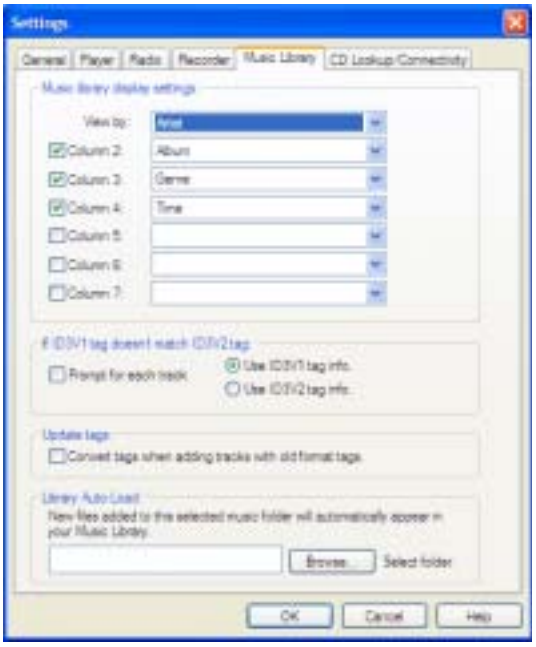
Caution

During the download process, MP3 files may become corrupt. If you are having trouble listening to, or working with, a downloaded file, try downloading the file again.

Changing the music library display settings

To change the music library display settings:

1. In MusicMatch, click **Options**, then click **Settings**. The *Settings* window opens.
2. Click the **Music Library** tab.



3. Click an arrow button to open a column list, then click the category that you want to display in the column.
4. When you have finished selecting categories, click **OK**.

Listening to Internet radio

To listen to an Internet radio station:

1 Connect to the Internet, then open MusicMatch.

2 Click **Online Music**. The *Radio* window opens.

3 To select one of the MusicMatch Internet radio stations, click **Featured Radio Stations** or **Radio Stations**, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Featured Radio Stations** or **Radio Stations**, drag the scroll bar on the left.

- OR -

To play another Internet radio station, click **Broadcast Radio**, the appropriate category in the **Broadcast Stations** list, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Broadcast Radio**, drag the scroll bar on the left.

Using advanced features

You can also use MusicMatch to create your own music CDs and to download MP3 files to your portable MP3 player. For more information, see the MusicMatch online help.

Creating CDs and DVDs

You can use Nero Express to copy tracks from a music CD to your hard drive, copy or create data CDs and DVDs, create music CDs, create video DVDs, and more.

Important

We recommend that you do not use your computer for other tasks while creating CDs.

Important

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

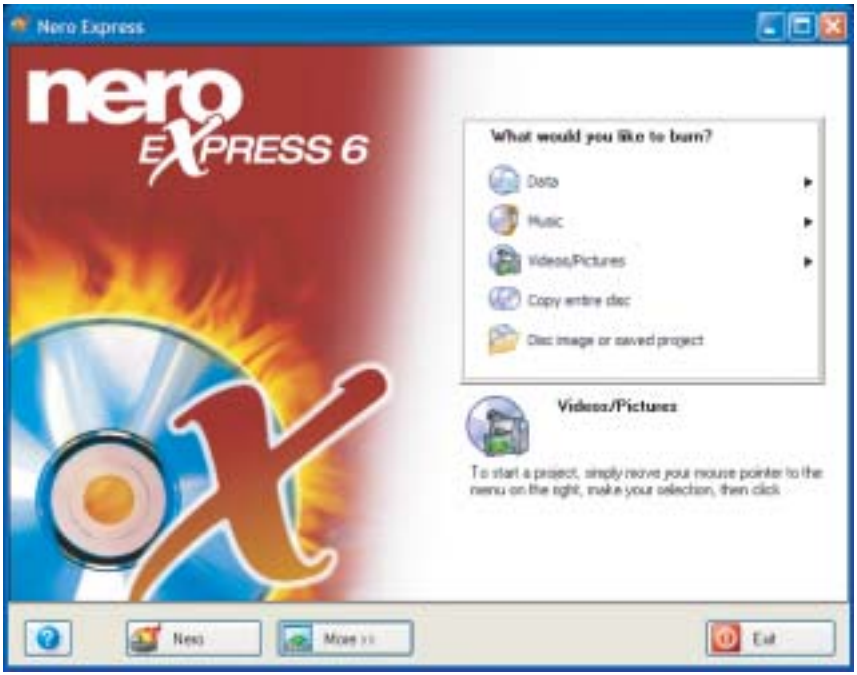
Important

Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your computer.

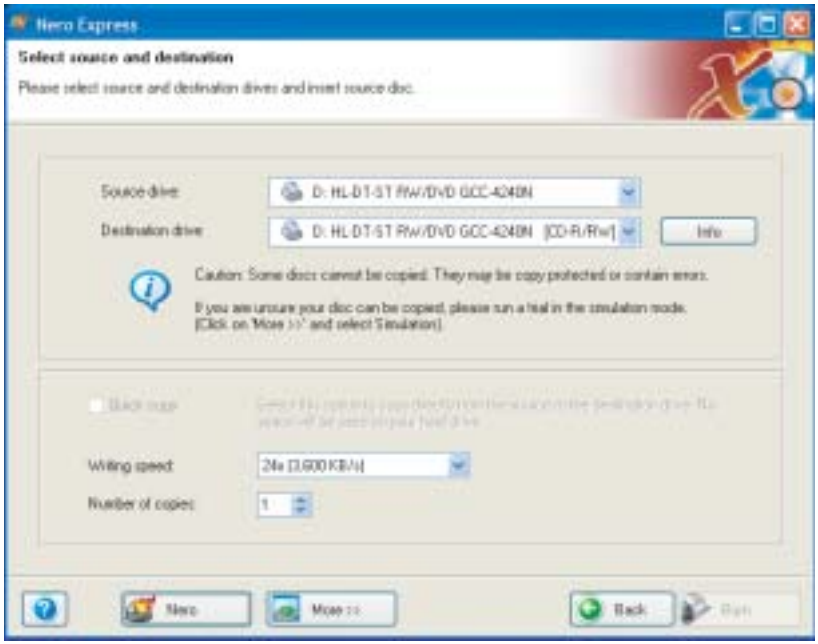
Copying a CD or DVD

To copy a music CD, data CD, or data DVD:

1 Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.



2 Click **Copy entire disc**. The *Select source and destination* screen opens.


Nero Express
Select source and destination
Please select source and destination drives and insert source disc
Source drive:
Destination drive:
Info
Caution: Some discs cannot be copied. They may be copy protected or contain errors.
If you are unsure your disc can be copied, please run a test in the simulation mode.
(Click on 'More >>' and select 'Simulation')
Writing speed:
Number of copies:
Nero
More >>
Back

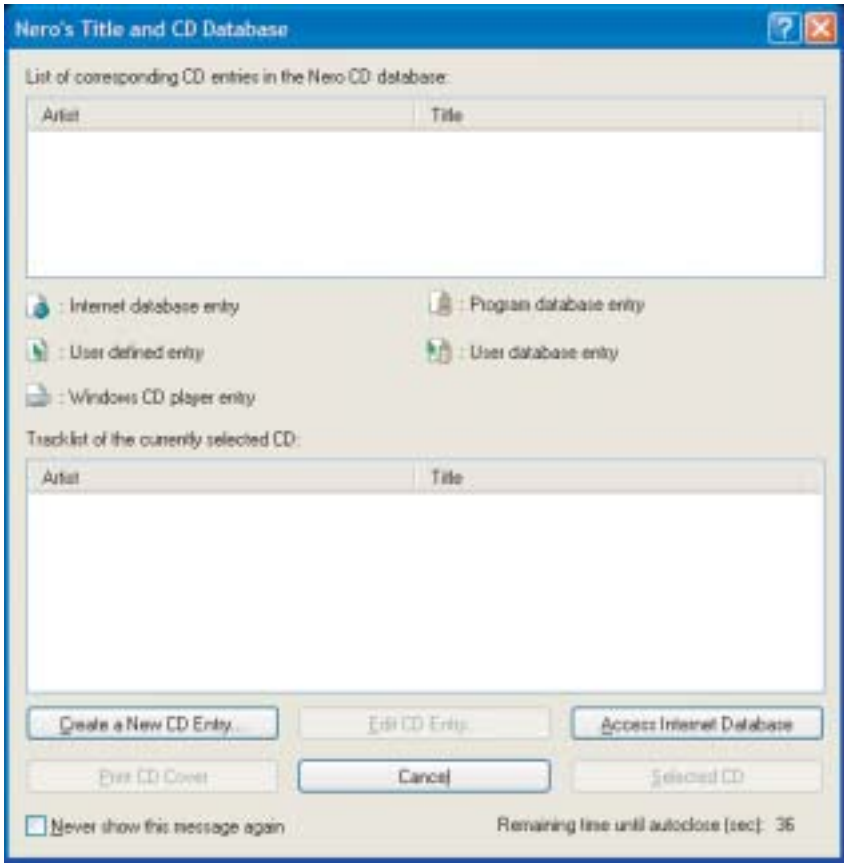
3 Insert the music CD or data CD or DVD you want to copy into your recordable drive. If you have two drives, insert the disc in your non-recordable drive.

4 Click the arrow to open the **Source drive** list, then click the drive that contains your source disc.

5 Click the arrow to open the **Destination drive** list, then click your recordable drive.

6 If you have two CD or DVD drives, click to select the **Quick copy** check box.

7 Click **Burn**. The *Nero's Title and CD Database* dialog box opens.

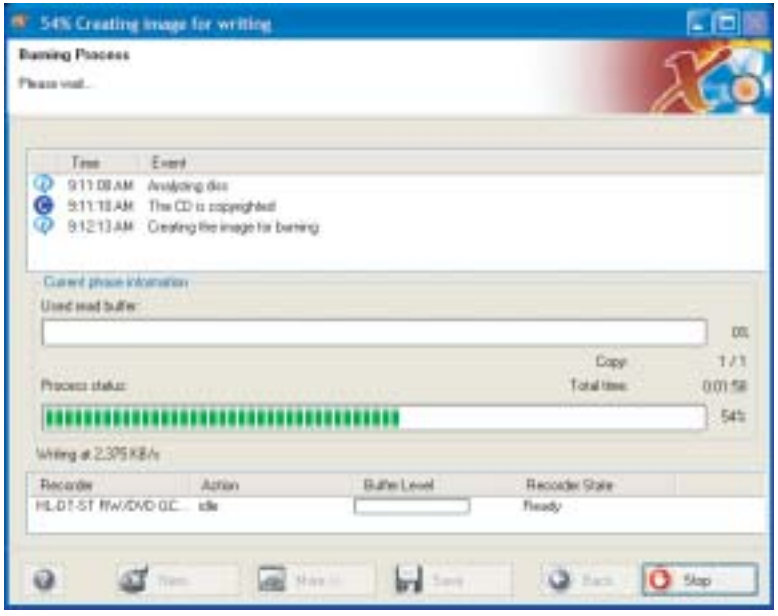


8 Wait until the dialog box closes.

- OR -

Click **Cancel**.

The *Burning Process* screen opens. If you are using one drive, Nero Express copies the tracks or files to your hard drive. If you are using two drives, Nero Express copies the tracks from the source disc to the blank, recordable disc.



9 If you are using one drive, a message prompts you to insert a CD or DVD. Remove the source CD or DVD, insert a blank, writable CD or DVD, then wait for the message box to close. Nero Express copies the files from your hard drive to the writable CD or DVD.

10 When a message tells you that the recording is complete, click **OK**.

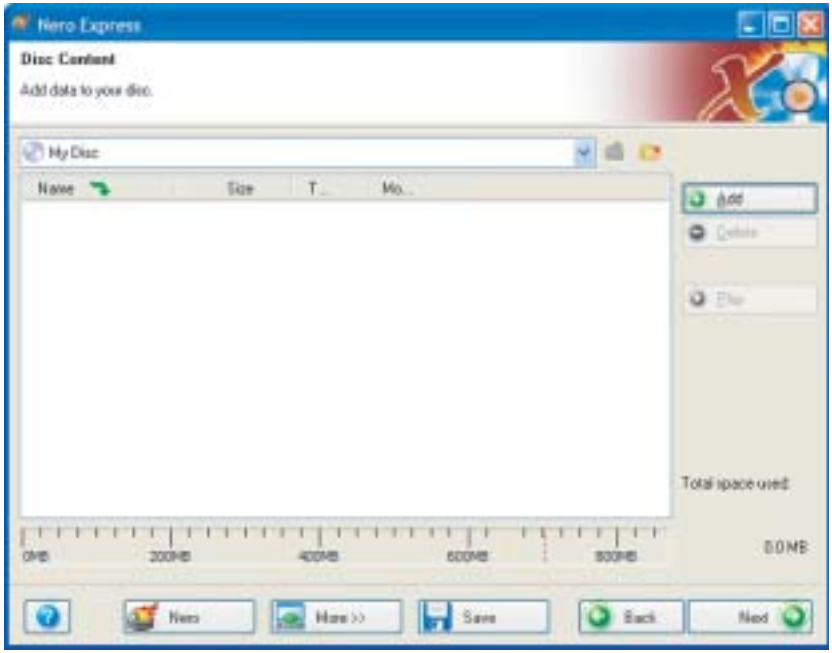
11 Click **Next** to return to the main Nero Express screen.

12 Click **Exit**.

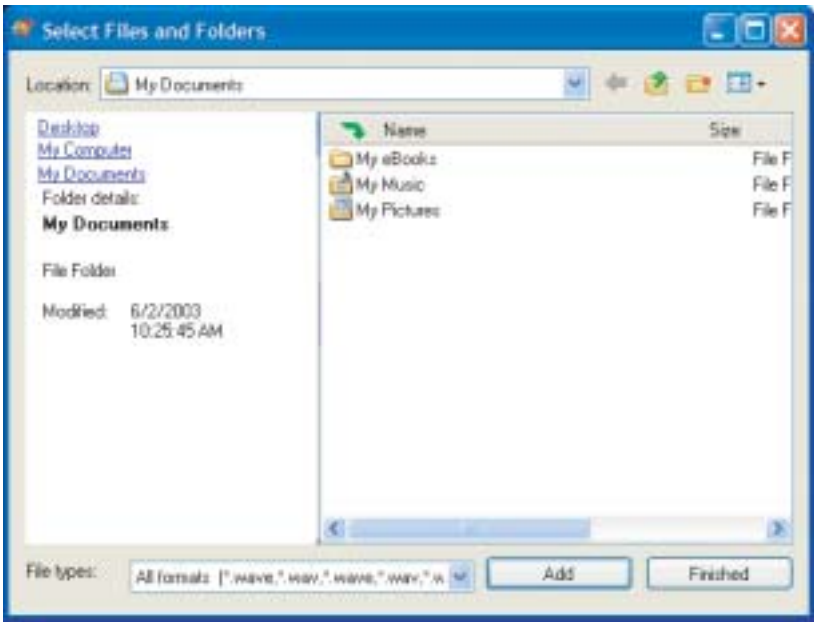
Creating a data CD or DVD

To create a data CD or DVD:

1. Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
2. Insert a blank, writable CD or DVD into your recordable drive.
3. If a dialog box opens, click **Take no action**, then click **OK**.
4. Move your pointer over **Data**, then click **Data Disc**. The *Disc Content* screen opens.



5 Click **Add**. The *Select Files and Folders* dialog box opens.

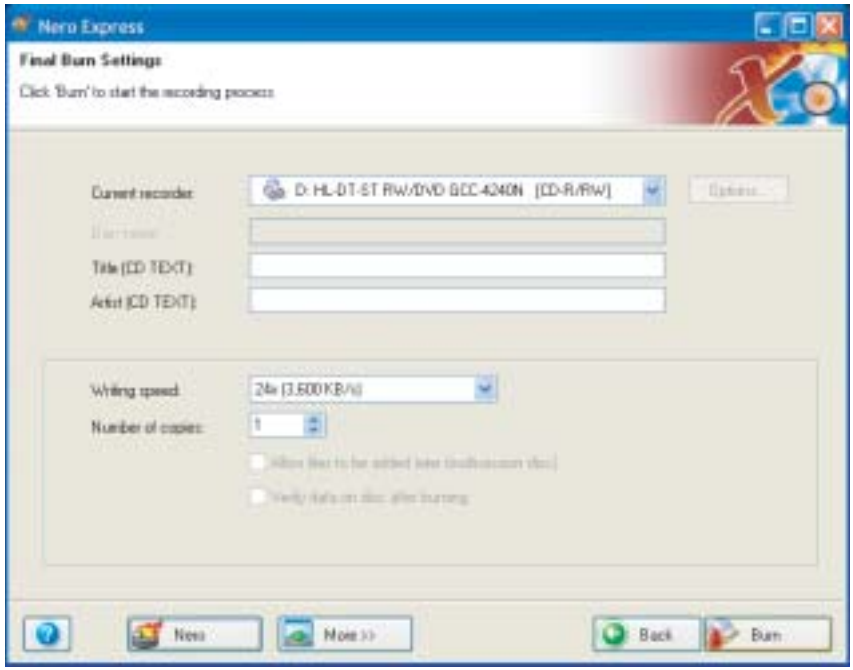


6 Browse to the folder that contains the files you want to add. You can click the arrow to open the **Location** list, then click a drive or folder, or you can click folders in the **Name** list. Press and hold the **CTRL** key to select multiple files.

7 Click **Add**. You can continue to select files and click **Add**.

8 After you select all your files, click **Finished**.

9 Click **Next**. The *Final Burn Settings* screen opens.



10 Click the arrow to open the **Current recorder** list, then click your recordable drive.

11 Click **Burn**. The *Burning Process* screen opens and Nero Express burns the files to the CD.

12 When a message tells you that the recording is complete, click **OK**.

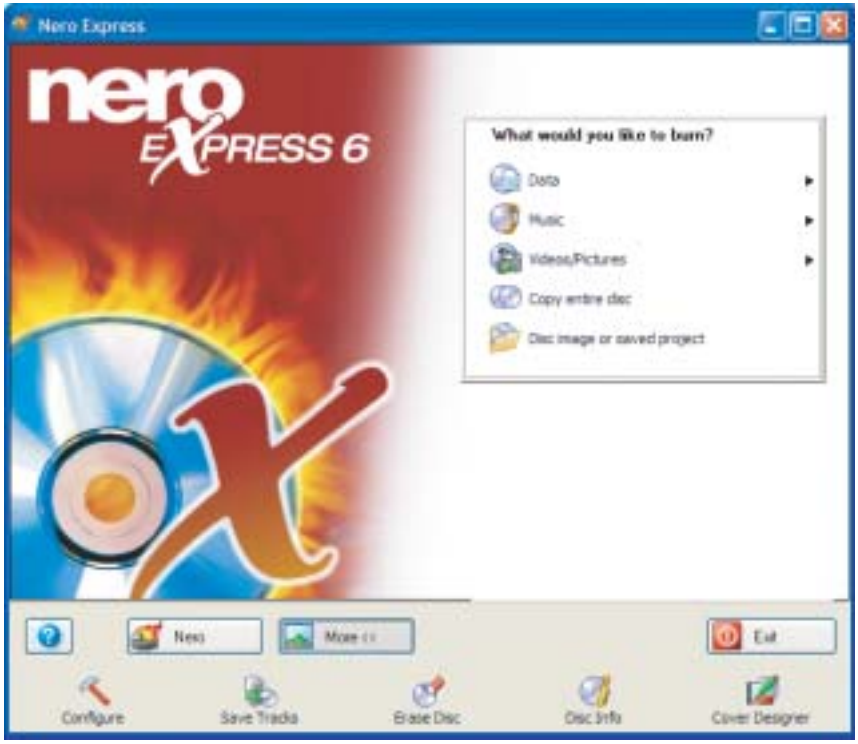
13 Click **Next** to return the main Nero Express screen.

14 Click **Exit**.

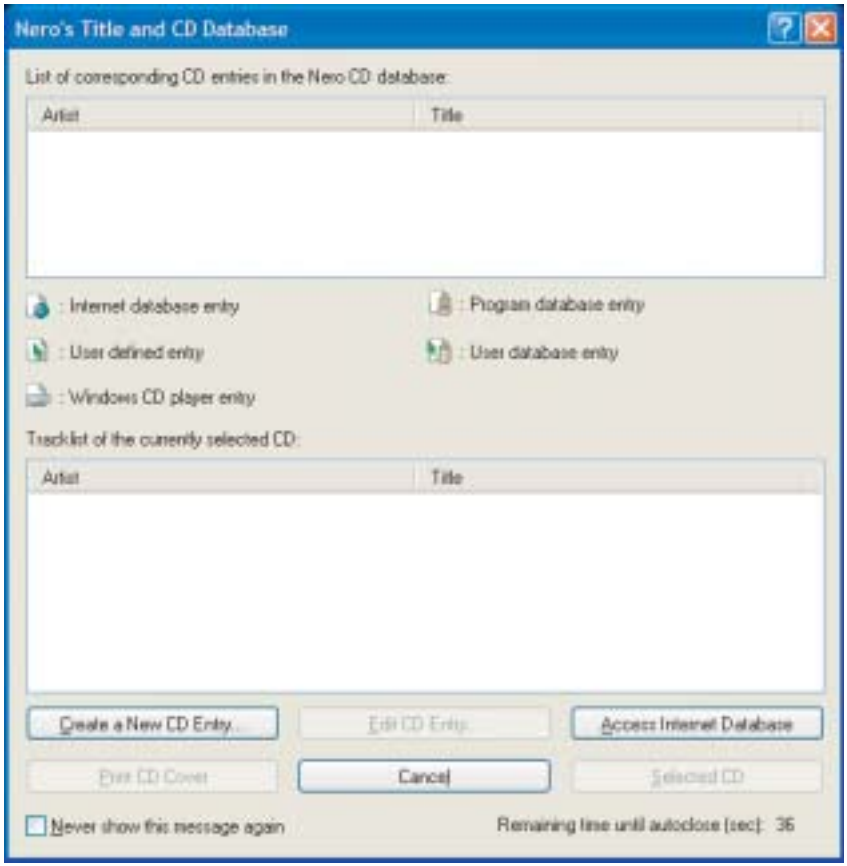
Copying music tracks

To copy music CD tracks to your hard drive:

1. Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
2. Insert the music CD that has the tracks you want to copy into your CD drive.
3. If an *Audio CD* dialog box opens, click **Take no action**, then click **OK**.
4. Click **More**. The Nero Toolbar opens.



5 Click the **Save Tracks** icon. The *Nero's Title and CD Database* dialog box opens.

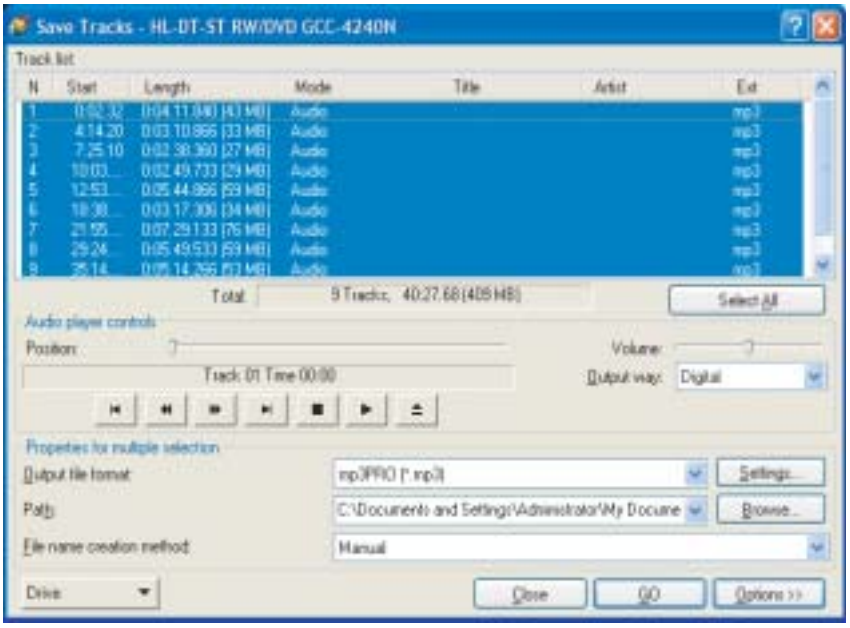


6 Wait until the dialog box closes.

- OR -

Click **Cancel**.

7 If a message box opens, click **OK**. The *Save Tracks* dialog box opens.



8 Click the arrow button to open the **Output file format** list, then click the format you want for the saved tracks.

9 To record all the tracks, click **GO**. The recording process begins.

- OR -

To record selected tracks, hold down the **CTRL** key, click the tracks you want, then click **GO**. The recording process begins.

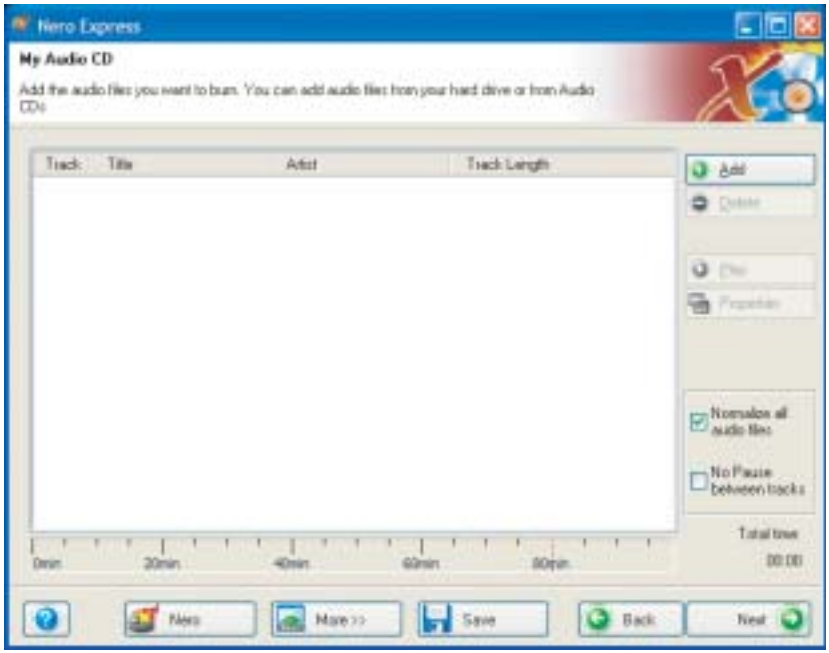
10 After the recording is complete, click **Close**.

Creating a music CD

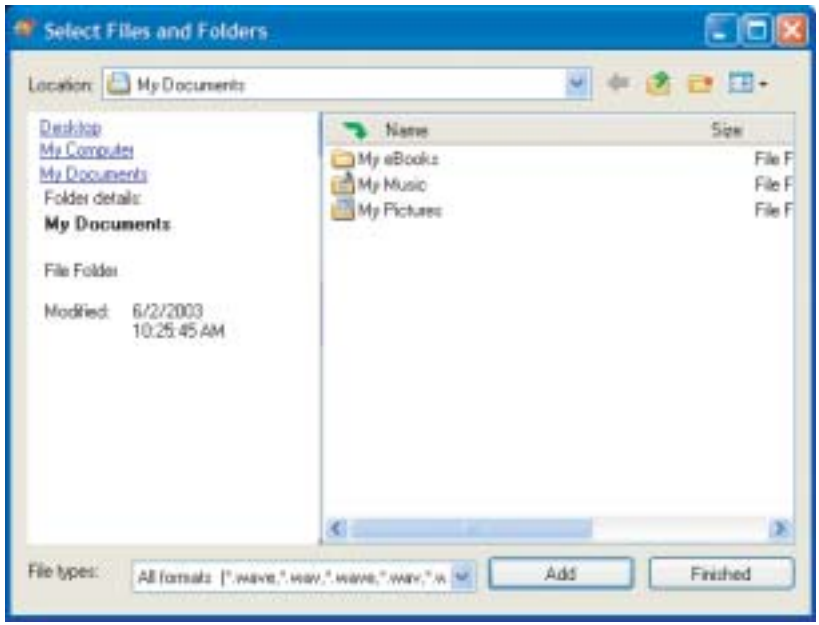
To create a music CD:

1. Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
2. Insert a blank, writable CD into your recordable drive.
3. If a dialog box opens, click **Take no action**, then click **OK**.
4. Move your pointer over **Music**, then click one of the following options:
   - **Audio CD** to create a music CD that will play on all CD players. Nero Express converts MP3 and WMA files to Audio CD format.
   - **Audio and Data CD** to create a CD that contains tracks and data files. You can play the music files in a CD player and you can view all files on your computer.
   - **MP3 Disc** to create a CD using MP3 files. You can play the CD on your computer or a player that supports MP3 files.
   - **WMA disc** to create a CD using WMA files. You can play the CD on your computer or a player that supports WMA files.

The screen you use to add files opens.



5 Click **Add**. The *Select Files and Folders* dialog box opens.

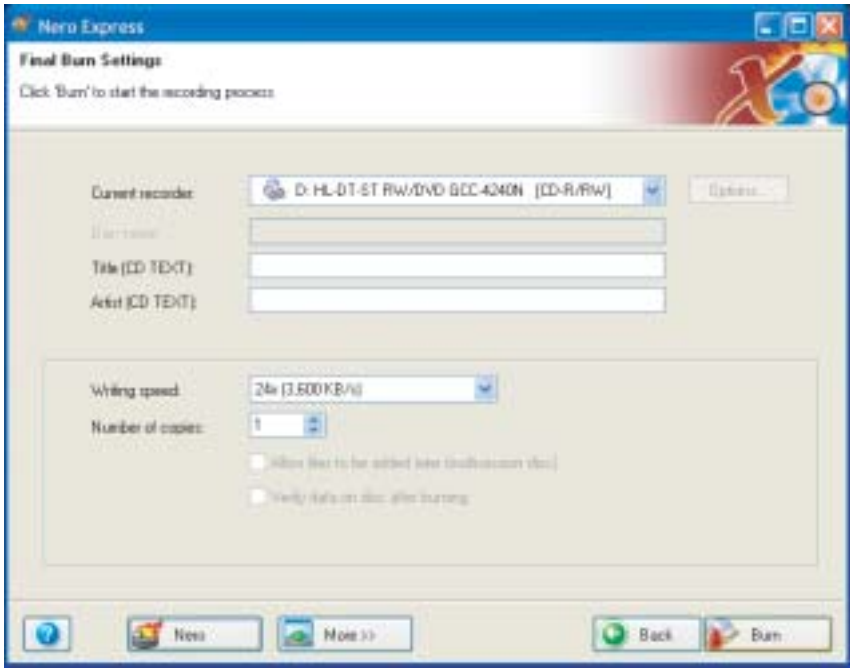


6 Browse to the folder that contains the files you want to add. You can click the arrow to open the **Location** list, then click a drive or folder, or you can click folders in the **Name** list. Press and hold the **CTRL** key to select multiple files.

7 Click **Add**. You can continue to select files and click **Add**.

8 After you select all your files, click **Finished**.

9 Click **Next**. The *Final Burn Settings* screen opens.



10 Click the arrow to open the **Current recorder** list, then click your recordable drive.

11 Click **Burn**. The *Burning Process* screen opens and Nero Express burns the files to the CD.

12 When a message tells you that the recording is complete, click **OK**.

13 Click **Next** to return the main Nero Express screen.

14 Click **Exit**.

Advanced features

In addition to Nero Express, you can use:

- **Nero BackItUp** to create a backup of files on your hard drive, then use BackItUp to restore the files you backed up in case of a hard drive failure, virus, or other problem.
- **Nero CD-DVD Speed** to test your CD and DVD drives for transfer rates, load and eject times, seek and access times, and more.
- **Nero Cover Designer** to create labels for your CDs and DVDs, covers for your CD and DVD cases, booklets to include with your CDs and DVDs, and more.
- **Nero DriveSpeed** to control CD or DVD drive read speed and spin down time.
- **Nero InfoTool** to find out about your drive capabilities and your computer configuration.

To use these programs, click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click the program you want.

For more information, see the online help in the programs and the online user's guides. To access the user's guides, click **Start**, **All Programs**, **Burn a CD or Data DVD**, **User's Guides**, then click the guide you want.

Connecting a digital camera

You can connect most digital cameras to your computer's USB port to transfer pictures.

To connect a digital camera:

1. Connect one end of the USB cable to your digital camera, and connect the other end of the cable to a USB port on your computer.
2. Use the program that came with your digital camera to transfer the pictures to your computer.

   -OR-

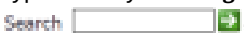
   Use the Scanner and Camera Wizard to transfer the pictures to your computer.

   -OR-

   If your digital camera appears as a drive on your computer in the *My Computer* window, see "Working with files and folders" on page 46 for information about moving files to your hard drive.

Help and Support

For more information about using the Scanner and Camera Wizard, click **Start**, then click **Help and Support**.

Type the keyword **digital picture** in the **Search** box  , then click the arrow.

Tips & Tricks

See *Do More With Gateway* for more information about using your computer to edit, store, and print digital photos. Click **Start**, then click **Do More With Gateway**. If you are in the *Business Solutions* view, click **Consumer Solutions**. Click **Digital Photos**.

Connecting a digital video camera

Your computer has two IEEE 1394 (also known as Firewire or i.Link) ports that can be used to connect to a digital video camera. To find the location of the IEEE 1394 ports, see "Right side" on page 6.

To connect a digital video camera:

- Connect one end of the IEEE 1394 cable to your digital video camera, and connect the other end of the cable to the IEEE 1394 port on the right side of your computer.

Creating video DVDs

Use Pinnacle Expression to create **video** DVDs. For more information about using Pinnacle Expression, see its online help.

Important

If Pinnacle Expression is not on your Start menu, install it from the Pinnacle Expression CD. Insert the CD into your CD or DVD drive and follow the instructions in the setup wizard. For more information on using Pinnacle Expression, see its online help and the online guide located on the program CD.

Important

We recommend that you do not use your computer for other tasks while creating DVDs.

Important

If you record copyrighted material on a DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

To create a video DVD:

1. Insert a blank, writable DVD-R, DVD-RW, DVD+R, or DVD+RW disc into your recordable DVD drive. You cannot use a DVD-RAM disc to create a video DVD.
2. If a *CD Drive* dialog box opens, click **Take no action**, then click **OK**.
3. Use Pinnacle Expression to create **video** DVDs.

After you connect your digital camcorder to your computer, creating a video DVD typically consists of three basic steps: capture the video, edit the video, and record the video to a recordable DVD.

Tips & Tricks

See *Do More With Gateway* for more information about using your computer to edit videos. Click **Start**, then click **Do More With Gateway**. If you are in the *Business Solutions* view, click **Consumer Solutions**. Click **Digital Video**.

7 Sending and Receiving Faxes

Microsoft Fax lets you send and receive faxes using the modem. Read this chapter to learn how to:

- Install and configure Fax
- Create and send a new fax
- Set up a fax cover page template
- Fax a document you scanned or created in another program
- Receive, view, and print a fax

Help and Support

For more information about sending and receiving faxes, click **Start**, then click **Help and Support**.

Type the keyword **Fax** in the **Search** box Search , then click the arrow.

Installing and configuring Fax

Important

Your modem cable must be installed before you can send and receive faxes. You cannot use your standard telephone modem to connect to the Internet while sending and receiving faxes.

Installing Fax

Microsoft Fax lets you send and receive faxes using your modem. When Windows XP was originally installed on your computer, Fax was not installed. You need to install Fax from your blue *Operating System* CD.

To install Fax:

1. Insert the blue *Operating System* CD in your CD or DVD drive.
2. If the *Welcome to Microsoft Windows XP* dialog box opens, click **Install optional Windows components**. The Windows Components Wizard opens.

   -OR-

   If the *Welcome to Microsoft Windows XP* dialog box does not open, click **Start**, then click **Control Panel**. The *Control Panel* window opens. Click/Double-click **Add and Remove Programs**. The *Add or Remove Programs* dialog box opens. Click **Add/Remove Windows Components**. The Windows Components Wizard opens.
3. Click **Fax Services**, then click **Next**.
4. Click **Finish** to exit the Windows Components Wizard.
5. Click **Exit** to close the *Welcome to Microsoft Windows XP* dialog box.

   - OR -

   Click **Close** to close the *Add or Remove Programs* dialog box.

Configuring Fax

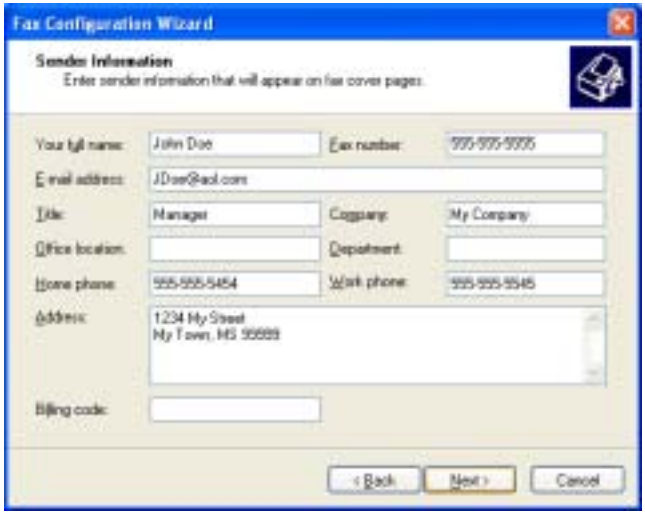
Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers contain this information, some of which is required by law. The Fax Configuration Wizard opens the first time you try to send a fax.

Important

The first time you run the Fax Configuration Wizard, you may need to provide information in the *Location Information* and the *Phone and Modem Options* dialog boxes.

To configure Microsoft Fax:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Configuration Wizard opens.
2. On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Sender Information* screen opens.



3. Type the information about yourself that you want to appear on your fax cover page, then click **Next**. The *Select Device for Sending or Receiving Faxes* screen opens.

4 Click the arrow to open the **Please select the fax device** list, then click the modem you are using to send and receive faxes.

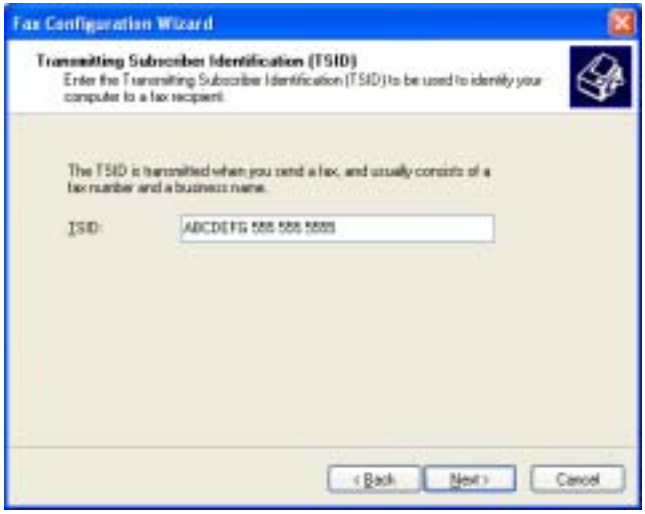
5 If you want the modem to automatically answer the telephone in order to receive faxes, click the **Enable Receive** check box.

6 Click **Next**. The *Transmitting Subscriber Identification (TSID)* screen opens.

7 Type the transmitting fax identifier information. This identifier information is required by law. You can type up to 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.

Important

Some fax machines cannot use special characters such as hyphens. We suggest using spaces instead of hyphens in telephone and fax numbers.


Fax Configuration Wizard
Transmitting Subscriber Identification (TSID)
Enter the Transmitting Subscriber Identification (TSID) to be used to identify your computer to a fax recipient.
The TSID is transmitted when you send a fax, and usually consists of a fax number and a business name.
TSID:
< Back
Next >
Cancel

8 Click **Next**.

9 If you set up your computer to receive faxes, type the receiving fax identifier information, then click **Next**. This identifier information is required by law and can be the same identifier that you typed in Step 7. The *Routing Options* screen opens.

10 If you set up your computer to receive faxes, select a folder you want to store received faxes in and a printer you want to print received faxes on, then click **Next**. The *Configuration Summary* screen opens.

11 Click **Finish**.

Sending a simple fax

You can use the Send Fax Wizard to send a simple one-page fax to one or more recipients.

To send a simple fax:

1 Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Send a Fax**. The Send Fax Wizard opens.

2 On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Recipient Information* screen opens.

3 Type the name and fax number of the recipient of your fax.

4 If you need to use the area code for your recipient, click **Use dialing rules** to type the full ten-digit fax number.

5 If you want to send your fax to more than one recipient, click **Add** and type the name and fax number of the next recipient.

6 When you have added all your recipients, click **Next**. The *Preparing the Cover Page* screen opens.

7 Click the arrow to open the **Cover page template**, then click the cover page template you want to use.

8 Type the subject text in the **Subject line** area.

9 Type the message text in the **Note** area, then click **Next**. The *Schedule* screen opens.

10 Select when you want to send the fax and a priority for the fax, then click **Next**. The *Completing the Send Fax Wizard* screen opens.

11 Click **Finish**.

Setting up your cover page template

You can create your own cover page template that you can use in place of the cover page templates that Microsoft Fax provides for you. To create a cover page template, you use the Fax Cover Page Editor. On this template, you insert information fields that automatically import values you enter in both the Send Fax Wizard and the Fax Configuration Wizard when you send your fax.

To set up your fax cover page template:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Cover Page Editor**. The Cover Page-Fax Cover Page Editor opens. If the *Cover Page Editor Tips* dialog box opens, click **OK**.
2. If you want to include fields that are imported from either the Send Fax Wizard or the Fax Configuration Wizard (such as To or From), add them to the page by using the **Insert** menu, then move them to the appropriate place on your template. You can also use the Insert menu to include information that is automatically calculated (such as number of pages or date and time sent).
3. If you want to include text that always appears on your cover page (such as a letterhead or address), draw a box using the text box tool, type your text inside of it, then move the box to the appropriate place on your template.
4. If you want to include a logo that appears on your cover page, copy it to the Windows clipboard, then paste it into the Cover Page Editor and move it to the appropriate place on your template.
5. To save your cover page template, click **File**, then click **Save As**. The *Save As* dialog box opens with your personal cover pages folder already in the **Save in** list.
6. Type the new cover page template name.
7. Click **Save**.

Faxing from programs

To fax a document directly from most programs:

1. Open your document in the program it was created in.
2. Click **File**, then click **Print**. The *Print* dialog box opens.
3. Click the arrow button to open the **Name** list, then click the **Fax** printer.
4. Click **Print** or **OK**. The Send Fax Wizard opens.
5. Complete the wizard by following the instructions in "Sending a simple fax" on page 123.

Faxing a scanned document

To fax a document that you have scanned:

1. Scan the document using the program for your scanner.
2. With the scanned file open, click **File**, then click **Print**. The *Print* dialog box opens.
3. Click the arrow button to open the **Name** list, then click the **Fax** printer.
4. Click **Print** or **OK**. The Send Fax Wizard opens.
5. Complete the wizard by following the instructions in "Sending a simple fax" on page 123.

Receiving and viewing a fax

To receive and view a fax:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens. When the Fax Console is open, it detects incoming faxes and stores them in the Inbox.
2. To view a fax, click **Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

Canceling a fax

You can cancel a fax that you have set up to send at a time in the future.

To cancel a fax that has not been sent:

1. If Fax is not open, click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens.
2. Click **Outbox**, then right-click the fax you want to cancel.
3. Click **Delete** to cancel the fax.
4. Click **Yes**.

Automatically retry sending a fax

You can set up Fax so it continues to try sending your fax if the receiving fax machine is busy.

Important

Fax is automatically set up to retry three times at ten minute intervals.

To automatically retry sending a fax:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
2. If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

   -OR-

   If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
4. Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.
5. Specify the number of retries and the amount of time between retries.
6. Click **OK**.

Automatically cancelling a fax

If your computer tried to send a fax and failed to connect to a fax machine, you can automatically cancel a failed fax.

To automatically cancel a failed fax:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
2. If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

   -OR-

   If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
4. Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.
5. Click the **Cleanup** tab.
6. Click to select the **Automatically delete failed faxes after** check box and specify the number of days.
7. Click **OK**.

8 Customizing Your Computer

This chapter provides information about customizing your computer by changing settings in Windows. Read this chapter to learn how to:

- Change screen and display settings
- Change the background and screen saver
- Adjust the mouse settings
- Add, change, and switch user accounts in Windows XP
- Adjust power management settings

Adjusting the screen and desktop settings

You can adjust the computer display settings for brightness, contrast, and horizontal and vertical image position using the controls on the front of your computer display. For more information about these adjustments, see “Computer display” on page 27.

Adjusting the color depth and display area are two of the most basic display settings you may need to change. You can also adjust settings such as the display background and screen saver.

Adjusting the color depth

Color depth is the number of colors that can be displayed. Various image types require various color depths for optimum appearance. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.

Windows lets you choose from several color depth settings. We recommend that the 32-bit True Color setting be used at all times.

If the color in your images seems “false” or “jumpy,” especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 32-bit True Color, if necessary.

To change the color depth:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your control panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Settings** tab.

4 Click the arrow button to open the **Color quality** or **Colors** list, then click the color depth you want.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

- OR -

To save your changes in Windows 2000, click **OK**, then click **OK** again.

Help and Support

For more information about adjusting display settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing display settings** in the **Search** box Search, then click the arrow.

Adjusting the screen resolution

You can increase the screen resolution to fit more icons on your desktop, or you can decrease the resolution to make reading the display easier. The higher the resolution, the smaller individual components of the computer display (such as icons and menu bars) appear.

To adjust the screen resolution:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3. Click the **Settings** tab.

4 Drag the **Screen resolution** or **Screen area** slider to the size you prefer.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

- OR -

To save your changes in Windows 2000, click **OK**, then click **OK** again.

Help and Support

For more information about adjusting screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing screen resolution** in the **Search** box Search, then click the arrow.

Changing the colors on your Windows desktop

You can change the colors of Windows desktop items, such as the background color and dialog box title bars.

To change desktop colors in Windows XP:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Appearance** tab.

4 Click the arrow button to open the **Color scheme** list, click the color scheme you want, then click **OK**. The new colors appear on your desktop.

- OR -

If you want to create a new color scheme as part of a desktop theme:

a Click **Advanced**. The *Advanced Appearance* dialog box opens.

b Click the arrow button to open the **Item** list, then click the item you want to change.

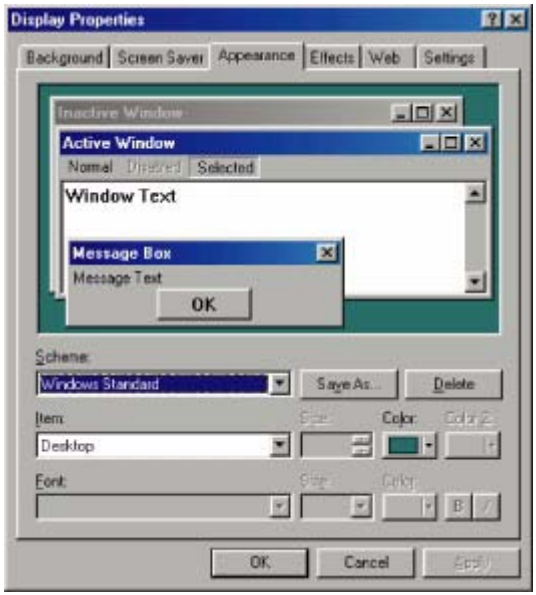
c Change the color or font settings for the item.

d Click **OK**, then click the **Themes** tab.

e Click **Save As**, type a name for the new theme, then click **OK** twice. The new colors appear on your desktop.

To change desktop colors in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel.** The *Control Panel* window opens.
2. Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Appearance** tab.



4. If you want to apply one of Windows' color schemes, click the arrow button to open the **Scheme** list, click the scheme you want, then click **OK**. The new scheme appears on your desktop.

   - OR -

   If you want to create a new color scheme:

   a. Click the arrow button to open the **Item** list, then click the item you want to change.

   b. Change the color or font settings for the item.

   c. Click **Save As**, type a name for the new scheme, then click **OK**.

   d. Click **OK** again. The new colors appear on your desktop.

Changing the desktop background

In Windows XP, you can change the Windows desktop background picture. Windows provides several backgrounds, or you can use pictures that you have created or retrieved from other sources.

In Windows 2000, you can change the Windows desktop background to a picture or an HTML document. Windows provides several background pictures. You can also use pictures or HTML documents that you have created or retrieved from other sources.

To change the desktop background in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Desktop** tab.

4. Click a background picture in the **Background** list.

   - OR -

   Click **Browse** to select a background picture from another location.

5 If you want the picture you chose to cover the entire computer display, click the arrow button to open the **Position** list, then click **Stretch** or **Tile**.

6 If the picture you chose does not cover the entire computer display and you did not choose to stretch or tile the image in Step 5, you can change the solid color behind the picture by clicking the arrow button to open the **Color** list, then clicking a color.

7 Click **OK**.

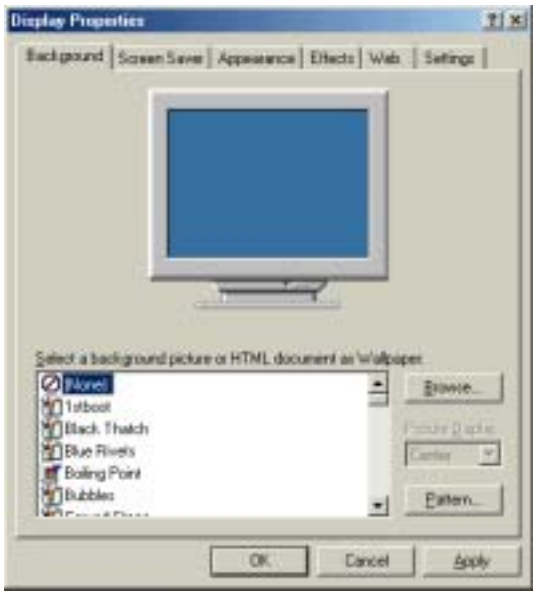
Help and Support

For more information about changing the desktop background in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing desktop background** in the **Search** box Search, then click the arrow.

To change the desktop background in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel.** The *Control Panel* window opens.
2. Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Background** tab.



4. Click a background picture in the **Select a background picture or HTML document as Wallpaper** list.

   - OR -

   Click **Browse** to select a background picture from another location.

5. If you want the picture you chose to cover the entire computer display, click the arrow button to open the **Picture Display** list, then click **Tile**.
6. If the picture you chose does not cover the entire computer display and you did not choose to tile the image in Step 5, you can change the solid color behind the picture by clicking **Pattern**, clicking a pattern in the **Pattern** list, then clicking **OK**.
7. Click **OK**.

Selecting a screen saver

You can use a screen saver to keep others from viewing your display while you are away from your computer. Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.

To select a screen saver:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3. Click the **Screen Saver** tab.

4 Click the arrow button to open the **Screen Saver** list, then click the screen saver you want. Windows previews the screen saver.

5 If you want to customize the screen saver, click **Settings**, then make your changes. If the Settings button is not available, you cannot customize the screen saver you selected.

6 In Windows XP, if you want to display the Welcome (Login) screen whenever you exit the screen saver, click the **On resume, display Welcome screen** check box.

7 If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.

8 Click **OK**.

Help and Support

For more information about selecting a screen saver in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen savers** in the **Search** box

, then click the arrow.

Changing the mouse settings

You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other mouse settings.

To change your mouse settings:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.

Mouse Properties
Buttons
Pointers
Pointer Options
Wheel
Hardware
Button configuration
Switch primary and secondary buttons
Select this check box to make the button on the right the one you use for primary functions such as selecting and dragging.
Double-click speed
Double-click the folder to test your setting. If the folder does not open or close, try using a slower setting.
Speed:
Slow
Fast
ClickLock
Turn on ClickLock
Settings...
Enables you to highlight or drag without holding down the mouse button. To set, briefly press the mouse button. To release, click the mouse button again.
OK
Cancel
Apply

3 Click one of the tabs to change your mouse settings.

4 Click **OK** to save changes.

Help and Support

For more information about changing mouse settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **mouse settings** in the **Search** box , then click the arrow.

Adding and modifying user accounts

In Windows XP, you can create and customize a user account for each person who uses your computer. You can also *switch* (change) user accounts without turning off your computer.

User account tips

- If you want to create an account for someone, but you do not want that user to have full access to your computer, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.
- If a program or peripheral device is installed in one account, it may not be available in other accounts. If this happens, install the program or device in the accounts that need it.
- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that computer and from other computers on the network.

To add, delete, or modify user accounts in Windows XP:

1. Click **Start**, then click **Control Panel**.
2. Click/Double-click the **User Accounts** icon. The *User Accounts* window opens.
3. Follow the on-screen instructions to add, delete, or modify a user account.

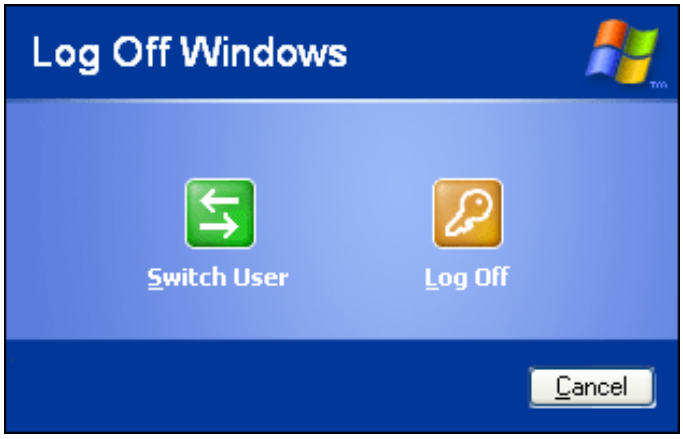
Help and Support

For more information about changing user accounts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **user accounts** in the **Search** box Search , then click the arrow.

To switch user accounts in Windows XP:

1. Click **Start**, then click **Log Off**. The *Log Off Windows* dialog box opens.



2. Click **Switch User**. The Windows *Welcome* screen opens.
3. Click the user account that you want to use. When you switch between user accounts, any programs that were running for the previous user continue to run.

Power management

Computer equipment can account for a significant portion of energy use in the home and office environment. You may not want to shut down your computer each time you leave it, especially if you plan to be away for only a short time. Windows lets you use the following modes to conserve energy when the system is not in use:

- *Standby* — while your computer is in Standby mode, it switches to a low power state where devices, such as the computer display and drives, turn off and the entire system uses less power.

  Always save your work before using Standby mode. In Standby mode, your computer reduces or turns off the power to most devices except memory. However, the information in the memory is not saved to the hard drive. If power is interrupted, the information is lost.

- *Hibernate* — (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your computer completely off. The next time you turn on your computer, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode. For more information, see “Activating and using Hibernate mode” on page 152.

Using power saving modes

If your computer is…	…and you want to…	…then
On	Enter Standby mode	In Windows XP, click **Start**, **Turn off computer**, then click **Standby**. - OR - In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Stand by**. Click **OK**.
On	Enter Hibernate mode (must be activated)	In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold **SHIFT**, then click **Hibernate**. - OR - In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Hibernate**. Click **OK**.
In Standby mode	Exit Standby mode	Move the mouse or press a key on your keyboard.
In Hibernate mode	Exit Hibernate mode	Press the power button.

Changing power settings

You can change power management settings, such as the power button function and power-saving timers, by changing power settings in Windows. You can also adjust power schemes and adjust advanced power settings.

Power schemes (groups of power settings) let you change power saving options such as when the monitor or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme.

Advanced power settings let you assign different power saving modes to the power button.

Changing the power scheme

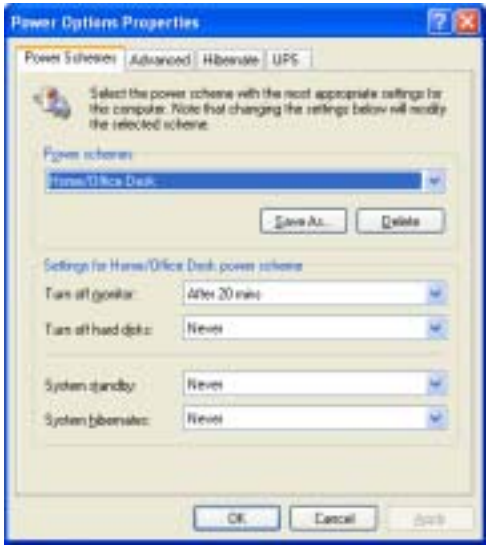
To change the power scheme:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.



3 Click the arrow button to open the **Power Schemes** list, then click the power scheme you want.

- OR -

Click an arrow button for the **System standby**, **Turn off monitor**, or **Turn off hard disks** timer, then click the time you want. To save your custom power scheme, click **Save As** and type a name for the scheme.

4 Click **OK**.

Help and Support

For more information about changing the power scheme in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **power scheme** in the **Search** box , then click the arrow.

Changing advanced power settings

To change advanced power management settings:

1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

- OR -

In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3 Click the **Advanced** tab.

4 Click the arrow button to open a **Power buttons** list, then click the power setting mode you want to use.

5 Click **OK**.

Help and Support

For more information about changing the power management settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **power management** in the **Search** box Search , then click the arrow.

Activating and using Hibernate mode

To activate Hibernate mode:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3. Click the **Hibernate** tab.

4. Click the **Enable hibernation** check box, then click **Apply**. Hibernate mode is now an option you can select in the Power Schemes and Advanced tabs and in the *Turn Off Computer* or *Shut Down Windows* dialog box.

5. Click **OK**.

To use Hibernate mode:

- As an automatic power savings mode:

  Open the *Power Options Properties* dialog box, then click the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

  -OR-

  Open the *Power Options Properties* dialog box, then click the **Advanced** tab. Hibernate is now an option in the **Power buttons** lists.

- As a manually-selected power savings mode:

  In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold **SHIFT**, then click **Hibernate**.

  -OR-

  In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Hibernate**. Click **OK**.

Help and Support

For more information about using Hibernate mode in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **hibernate** in the **Search** box

, then click the arrow.

Setting up an uninterruptible power supply

To install an uninterruptible power supply (UPS):

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3. Click the **UPS** tab.

4 Click **Select**. The *UPS Selection* dialog box opens.

5 Click the manufacturer and model of the UPS device.

6 Click the serial port where the UPS device is attached.

7 Click **Finish**, then click **OK**.

Help and Support

For more information about setting up an uninterruptable power supply in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **uninterruptable power supply** in the **Search** box Search, then click the arrow.

Networking Your Computer

9

Connecting your home, small office, or home office computers lets you share drives, printers, and a single Internet connection among the connected computers.

Read this chapter to learn about:

- Benefits of using a network in your home, small office, or home office
- Types of network connections
- Purchasing additional network equipment

Benefits of networking

A network lets you:

- Share a single Internet connection
- Share computer drives
- Share peripheral devices
- Stream audio and video files
- Play multi-player games

Sharing a single Internet connection

Each computer that is connected to the network can share the same broadband connection or modem and telephone line and access the Internet at the same time. This saves on the cost of installing another telephone line for your second computer and paying for a second Internet service provider (ISP) account.

Help and Support

For more information about sharing an Internet connection in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **internet sharing** in the **Search** box , then click the arrow.

Sharing drives

With a network, you can copy files from computer to computer by copying and pasting or dragging and dropping. You will no longer waste your time transferring files by using diskettes. In addition, you can *map* a drive on a networked computer to another computer, and access the files as if they were located on the hard drive of the computer you are using.

Help and Support

For more information about sharing network drives in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing network drives** in the **Search** box , then click the arrow.

Sharing peripheral devices

Each computer that is connected to the network can share the same peripheral devices, such as a printer. Select print from the computer you are currently using and your file is automatically printed on your printer no matter where it is located on your network.

Help and Support

For more information about sharing network devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing** in the **Search** box , then click the arrow.

Streaming audio and video files

With a network, you can store audio files (such as the popular .MP3 files) and video files on any networked computer, then play them on any of the other computers or devices connected to your network. This process is called *streaming*.

Help and Support

For more information about streaming files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **streaming** in the **Search** box , then click the arrow.

Playing multi-player games

With a home network, you can play multi-player games. Load a game like *Microsoft Midtown Madness 2* on your computers, and in minutes, you and your friends can race in competing cars through the streets of San Francisco.

Help and Support

For more information about playing multi-player games in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **games** or **network games** in the **Search** box , then click the arrow.

Selecting a network connection

The biggest decision you need to make when creating your network is what type of connection you will use. Gateway supports both wired and wireless Ethernet networks. Use the following criteria as a guide when selecting a network connection.

Wired Ethernet network

Create a wired Ethernet network if:

- You are building a new home or your existing home already has Ethernet cable installed in each room that has a device you want to connect
- You are creating a network in an office or business where network speed is more important than moving about with your computer
- Your computer has an Ethernet jack for connecting to the network

Wireless Ethernet network

Create a wireless Ethernet (IEEE 802.11) network if:

- You are looking for an alternative to installing cable for connectivity
- The ability to move about with your computer is as important as network speed
- Your computer has wireless Ethernet for networking

Help and Support

For more information about selecting network connections in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **networks** or **network types** in the **Search** box , then click the arrow.

Using a wired Ethernet network

A wired Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

Ethernet, Fast Ethernet, or Gigabit Ethernet

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create a wired Ethernet network, you or your electrician must:

- Install special Ethernet cables in your home or office

Important

Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

- Install an Ethernet card in each of your desktop computers (if your computers do not already have built-in Ethernet jacks)
- Install an Ethernet PC Card in each of your notebooks (if your notebooks do not already have built-in Ethernet jacks)
- Install an Ethernet *router, switch*, or *hub*

Tips & Tricks

If you are connecting just two computers, you can eliminate the router, switch, or hub and use a special *crossover* cable.

Example wired Ethernet network

The following is an example of a wired Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network. Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.

Tips & Tricks

To add the ability to access a wireless Ethernet network to your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wireless Ethernet, see “Using a wireless Ethernet network” on page 164.

Equipment you need for a wired Ethernet network

For a wired Ethernet network you need:

- An Ethernet jack on each desktop computer and notebook.

  - OR -

  An Ethernet card installed in each desktop computer.

  - OR -

  An Ethernet PC Card installed in each notebook.

- An Ethernet router. Select a router that gives you the following features:
  - A jack for connecting to a cable or DSL modem.
  - The ability to assign IP addresses to your networked computers dynamically. This prevents intruders from seeing the computers over the Internet.
  - A built-in *firewall* to protect the computers on your network from intruders trying to access your data over the Internet.
  - Built-in switching (with enough ports for all computers and devices on the network) so you will not have to purchase a hub or switch.
- If you did not purchase a router that includes built-in switching or if the router does not have enough ports to attach all your computers, an Ethernet hub or switch with enough ports for all computers and devices in the network.
- Ethernet cable going from each computer to the router, hub, or switch.

Important

For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

Using a wireless Ethernet network

A wireless Ethernet network is ideal for creating a home or office network or adding mobility to an existing wired Ethernet.

Wireless Ethernet is available at two different speeds. 802.11a wireless Ethernet runs at speeds up to 54 Mbps, or about half the speed of Fast Ethernet. 802.11b/g wireless Ethernet runs at speeds up to 11 Mbps, or approximately the same speed as standard wired Ethernet. This type of network allows you the freedom to move about your home or office with your notebook. For example, you can take your notebook from your home office to your patio without having an Ethernet jack available.

Important

The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors.

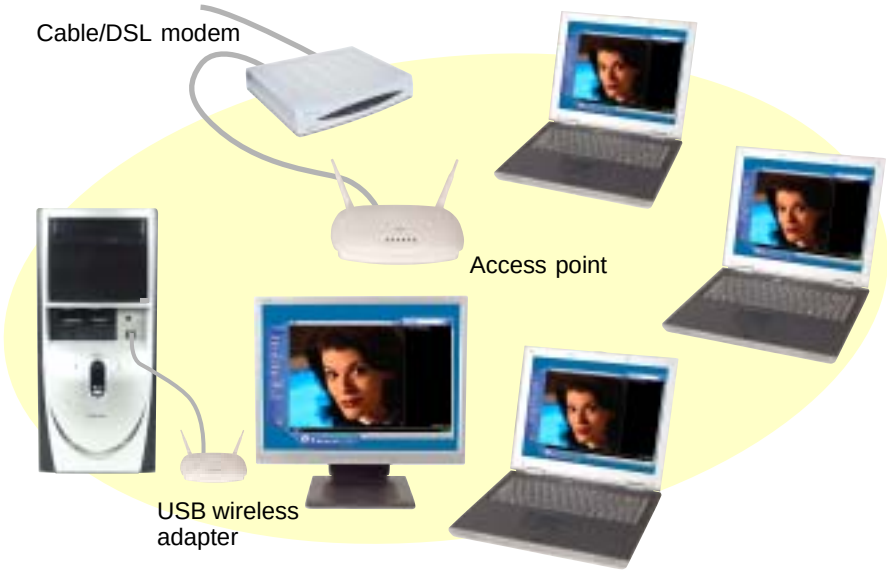
The two most common types of wireless Ethernet networks are access point and peer-to-peer.

Example access point wireless Ethernet network

By using an *access point*, you can join a wireless Ethernet network and access a wired Ethernet network. An access point also lets you access the Internet.

The following is an example of an access point wireless Ethernet network. The network is made up of an access point, a cable or DSL modem, and your computers. The access point is the central control point for the network. Attached to the access point is the cable or DSL modem that provides access to the Internet. Each of the computers or Ethernet-ready devices communicate

with the access point using radio waves. If your computer does not have built-in wireless Ethernet capabilities, you need to add a wireless PCI card (desktop), PC card (notebook), or USB adapter.



Tips & Tricks

If you want to access a wireless Ethernet network from your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wired Ethernet, see "Using a wired Ethernet network" on page 161.

Equipment you need for an access point wireless Ethernet network

For an access point wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop computer

  - OR -

  A notebook with wireless Ethernet built-in

- OR -

A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

- A wireless Ethernet access point to connect your wireless Ethernet network to the Internet or a wired Ethernet network

Important

IEEE 802.11a and IEEE 802.11b use different radio frequencies. All wireless Ethernet components should use the same frequency. A combination of IEEE 802.11a and IEEE 802.11b components will not work. Some wireless devices can broadcast and receive signals on both frequencies.

Example peer-to-peer wireless Ethernet network

Use a peer-to-peer (also known as ad hoc) wireless Ethernet network if you are setting up or joining a temporary computer-to-computer network. This type of network does not include access into a wired network or the Internet. You can create this type of network to quickly move files from one computer to another.

Equipment you need for a peer-to-peer wireless Ethernet network

For a peer-to-peer wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop computer

  - OR -

  A notebook with wireless Ethernet built-in

  - OR -

  A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

Installing and configuring your notebook for Ethernet networking

Setting Up Your Windows Network is a guide that provides instructions for installing and configuring both wired and wireless Ethernet networking. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

Turning your wireless Ethernet emitter on or off

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, and IEEE 802.11g communication devices are examples of devices that provide wireless communication.

To turn the wireless Ethernet emitter on or off in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Network and Internet Connections**. The *Network and Internet Connections* window opens.
2. Click/Double-click **Network Connections**. The *Network Connections* window opens.
3. Right-click **Wireless Network Connection**, then click **Enable** to turn on wireless Ethernet or click **Disable** to turn off wireless Ethernet.

To turn the wireless Ethernet emitter on or off in Windows 2000 using the Broadcom Wireless Configuration Utility:

1. Right-click the Broadcom Wireless Configuration Utility icon on the taskbar.
2. Click **Enable Radio** to turn on the wireless emitter or **Disable Radio** to turn off the wireless emitter.

For more information

For more information about purchasing equipment for your home or office Ethernet network, discuss your particular needs with your Gateway store representative. In addition, several books and Internet sites are dedicated to networking. See these sources for more information about networking your home or office with wired or wireless Ethernet.

Help and Support

For more information about networking in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **networking** in the **Search** box , then click the arrow.

10 Moving from Your Old Computer

If your new computer is replacing an old computer, you may have personal data files, Internet settings, a printer or other peripheral devices, and other unique computer settings that you want to move from your old computer to your new one. Read this chapter to learn about:

- Using the Windows XP Files and Settings Transfer Wizard
- Transferring Files
- Transferring Internet Settings
- Installing your old printer or scanner
- Installing your old programs

Using the Windows XP Files and Settings Transfer Wizard

If your new computer is running Windows XP, you can move your data files and personal settings, such as display, Internet, and e-mail settings, from your old computer to your new one by using the Files and Settings Transfer Wizard. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.

To open the Files and Settings Transfer Wizard:

- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Files and Settings Transfer Wizard**.

Help and Support

For more information about using the Files and Settings Transfer Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **using transfer wizard** in the **Search** box

, then click the arrow.

Transferring files

You can manually transfer your personal data files by copying them to removable media, such as a diskette, writable CD or DVD, or Zip disk, or by using a home network. For more information, see “Creating CDs and DVDs” on page 100 or “Networking Your Computer” on page 157

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer’s My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files. For more information, see “To find files using Find or Search:” on page 174, or see “Searching for files” on page 54.

To find files in the My Documents folder:

1. In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.

2. Double-click the **C:** drive icon.

3. Double-click the **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.

4. Copy your personal data files to removable media or to another computer on your network.

You can often identify different data file types by looking at the file's *extension* (the part of the file name following the last period). For example, a document file might have a .DOC extension and a spreadsheet file might have an .XLS extension.

File type	File usually ends in...
Documents	.DOC, .TXT, .RTF, .HTM, .HTML, .DOT
Spreadsheets	.XLS, .XLT, .TXT
Pictures	.JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG, .EPS
Movies	.MPEG, .MPG, .AVI, .GIF, .MOV
Sound and Music	.WAV, .CDA, .MP3, .MID, .MIDI, .WMA

To find files using Find or Search:

1. In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2. Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click **Help**, then click **Help and Support Center** or **Help Topics.** For more information, see "Searching for files" on page 54.

Help and Support

For more information about finding files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **searching for files** in the **Search** box Search, click the arrow, then click the **Full-text Search Matches** button.

Transferring Internet settings

You can use different methods to transfer your Internet account from your old computer to your new one.

Setting up your ISP

- If your current Internet service provider (ISP) software came preinstalled on your new computer, run that setup program. If it asks to set up a new account or an existing one, choose to set up an existing account.
- If your current ISP software is not preinstalled on your new computer, locate the original Internet setup program provided by your local ISP, or contact your ISP to see if they have an updated version of their software, and install it on your new computer.
- If you use MSN as your ISP, or if you know your ISP settings, use the Windows Internet Connection Wizard.

To use the Internet Connection Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, then click **New Connection Wizard**. The New Connection wizard opens.
2. Configure your Internet settings by following the on-screen instructions.

Help and Support

For more information about setting up an Internet connection in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Internet connection** in the **Search** box

, then click the arrow.

Transferring your e-mail and address book

See your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to a diskette, then import them from the diskette into your new computer's e-mail program. You may also want to consider printing the old information or using your old computer to send the e-mail messages to yourself, then using your new computer to retrieve the e-mail messages.

Transferring your Internet shortcuts

You can export and import your old Netscape Navigator bookmarks or Microsoft Internet Explorer favorites. For more information, see your Internet browser program's online help.

Installing your old printer or scanner

Windows may have built-in support for older printers, scanners, or other peripheral devices. This means you do not need any additional software. Newer devices, however, usually require your original software installation CDs or diskettes.

If you have trouble after you install the software for your old devices, you can use System Restore to restore your computer's previous settings.

Help and Support

For information about restoring your computer's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the **Search** box , then click the arrow.

Installing a USB printer or scanner

USB devices may have special installation instructions. See your USB device's installation guide.

Installing a parallel port printer

You can usually install parallel port printers by following these steps.

To install your old printer:

1. Shut down and turn off your computer.
2. Connect your parallel port printer.
3. Turn on your printer, then turn on your computer.

4 If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.

- OR -

If Windows does not detect the printer, go to the next step.

5 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

- OR -

In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

6 Click/Double-click the **Printers and Faxes** or **Printers** icon, then click **Add a printer** or **Add Printer**. The Add Printer wizard opens.

7 Install your printer by following the on-screen instructions.

Help and Support

For more information about installing a printer in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing a printer** in the **Search** box

, then click the arrow.

See your peripheral device's user guide for installation information and tips. Because most installation software is periodically updated, you should also check the manufacturer's Web site for software updates.

Installing your old programs

You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

Spend some time going through your old computer's Start and Programs menus, making note of any programs you want to install on your new computer. Locate your original program installation CDs and installation guides. Your original CDs and guides should contain any serial numbers or product ID keys that may be required for program installation and registration. Remember to check the publisher's Web site for important program updates.

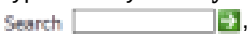
Tips & Tricks

If your new computer comes with a newer version of a program, it is usually better to use the newer version than to reinstall the old one.

If you have trouble after installing your old programs, you can restore your computer's previous settings using System Restore.

Help and Support

For more information about restoring your computer's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the **Search** box  , then click the arrow.

Maintaining Your Computer

11

This chapter provides basic information about maintaining your computer hardware and software. Read this chapter to learn how to:

- Care for your computer
- Create an emergency startup diskette
- Protect your computer from viruses
- Manage hard drive space
- Back up files
- Clean your computer

Caring for your computer

To extend the life of your system:

- Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your computer, we recommend that you put it in the original packaging materials.
- Keep diskettes and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Avoid subjecting your computer to extreme temperature changes. The case can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.
- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.

Use the following table to set up a regular maintenance schedule.

Maintenance task	Immediately after purchase	Monthly	When needed	See…
Create an emergency diskette	X			page 184
Check for viruses		X	X	page 186
Manage hard drive space			X	page 189
Clean up hard drives		X	X	page 190
Scan hard drive for errors		X	X	page 191
Defragment hard drive		X	X	page 193
Back up files		X	X	page 195
Clean computer case			X	page 198
Clean keyboard			X	page 199

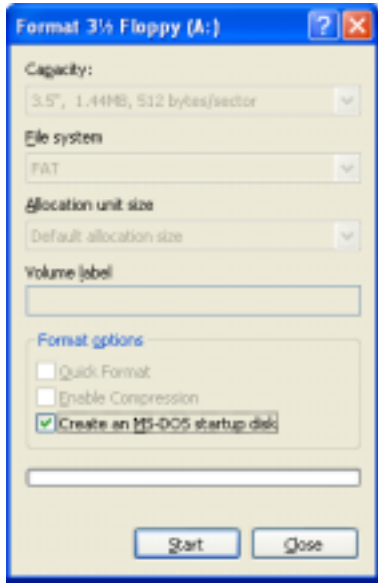
Maintenance task	Immediately after purchase	Monthly	When needed	See…
Clean computer display			X	page 199
Clean mouse			X	page 199

Creating an emergency startup diskette

An *emergency startup diskette* is a diskette that contains critical information that you need to start your computer if Windows fails to start. You should create a startup diskette as soon as you get your computer.

To create an emergency startup diskette in Windows XP:

1. Insert a blank diskette labeled **Startup** into the diskette drive.
2. Click **Start**, then click **My Computer**. The *My Computer* window opens.
3. Right-click **3½ Floppy (A:)**, then click **Format**. The *Format 3½ Floppy (A:)* dialog box opens.

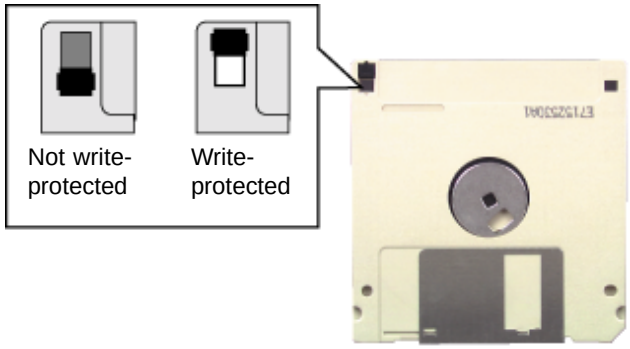


4 Click to select the **Create an MS-DOS startup disk** check box, then click **Start**. A message warns you that any information on the diskette will be erased.

5 When you see the warning message, click **OK**. Windows copies files to the emergency startup diskette.

6 When Windows finishes copying files, remove the diskette from the diskette drive.

7 Slide the write-protect tab up to prevent the diskette from being erased or infected by viruses.



8 Store your emergency startup diskette in a safe place with your other backup software media.

Protecting your computer from viruses

A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your computer to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

Protect your computer from a virus by:

- Using the Norton® AntiVirus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating the Norton AntiVirus program to protect against the latest viruses.

Help and Support

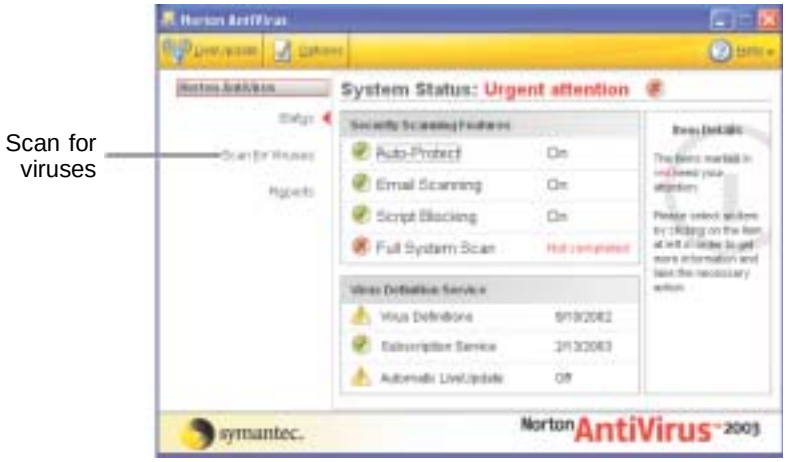
For more information about protecting your computer against viruses in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **viruses** in the **Search** box

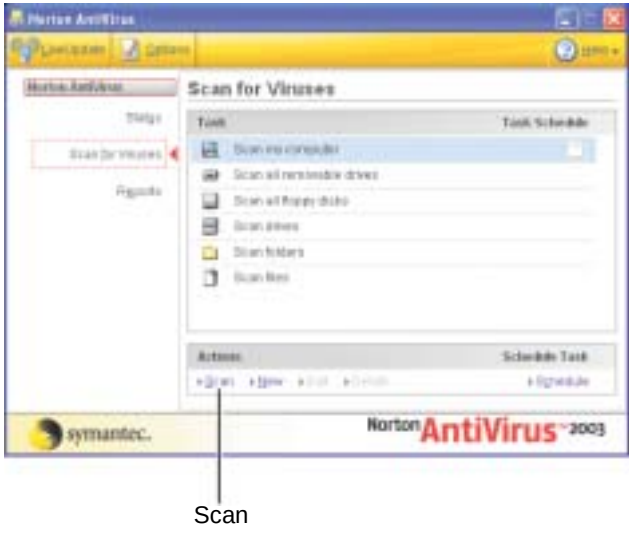
, then click the arrow.

To scan for viruses:

1 Click **Start**, **All Programs**, **Norton AntiVirus**, then click **Norton AntiVirus 2003**. Norton AntiVirus opens.



2 Click **Scan for Viruses**.



3 Click the type of scan you want to make in the Scan for Viruses area, then under Actions, click **Scan**.

To remove a virus:

1. If Norton AntiVirus finds a virus, follow all on-screen instructions to remove the virus.
2. Turn off your computer and leave it off for at least 30 seconds.
3. Turn on your computer and rescan for the virus.

To update Norton AntiVirus:

1. Make sure that you are connected to the Internet.
2. Click **Start**, **All Programs**, **Norton AntiVirus**, then click **LiveUpdate - Norton AntiVirus**. The LiveUpdate wizard opens.
3. Follow the on-screen instructions to update your Norton AntiVirus program with the latest virus protection files.
4. When the program has finished, click **Finish**.

Managing hard drive space

Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space

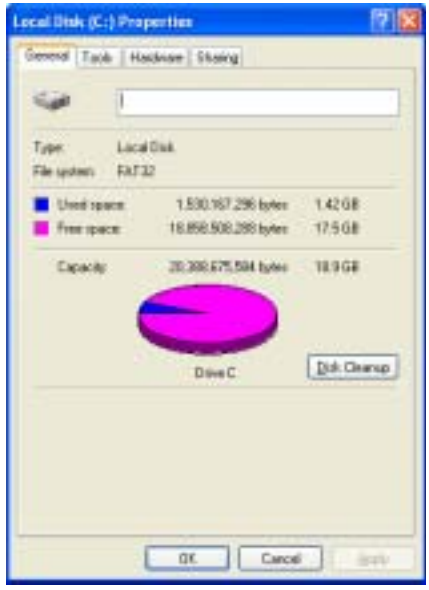
To check hard drive space:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.



Using Disk Cleanup

Delete unnecessary files, such as temporary Windows files, to free hard drive space.

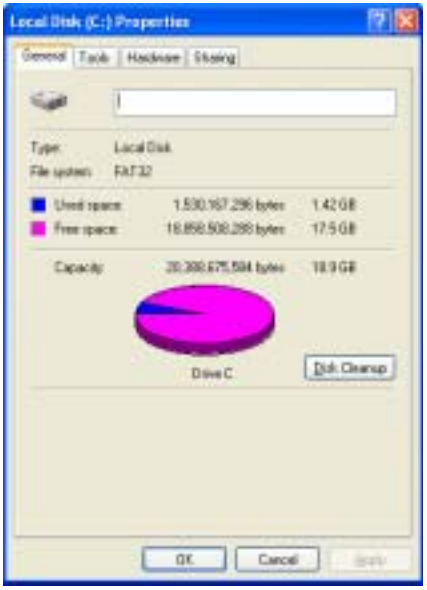
To use the WindowsDisk Cleanup program:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the hard drive that you want to delete files from, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens at the General tab.



3 Click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.

4 Make sure that the check box beside each file type you want to delete is selected. For more information about file types you can delete, read the descriptions in the *Disk Cleanup* dialog box.

5 Click **OK**, then click **Yes**.

Help and Support

For more information about keeping the hard drive space free of unnecessary files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **disk cleanup** in the **Search** box Search, then click the arrow.

Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your computer several hours every day, you probably want to run Error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.

To check the hard drive for errors:

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

- OR -

In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2 Right-click the hard drive that you want to check for errors, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Check Now**.

5 Click the options you want to use, then click **Start**. For help, press **F1**. Windows checks the drive for errors. This process may take several minutes. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

6 Correct any problems that are found by following the on-screen instructions.

7 Click **OK**.

Help and Support

For more information about checking the hard drive for errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **checking for disk errors** in the **Search** box Search, then click the arrow.

Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your computer to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.

The Disk Defragmenter program organizes the data on the drive so each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

To defragment the hard drive:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the hard drive that you want to defragment, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Defragment Now**.

5 If Disk Defragmenter does not start automatically, click **Defragment** or **Start**.

Disk Defragmenter shows its progress on the computer display. When finished, Disk Defragmenter asks if you want to quit the program.

6 Click **Close** or **Yes**, then click the **X** in the top-right corner to close the *Disk Defragmenter* window.

Help and Support

For more information about defragmenting the hard drive in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **defragmenting** in the **Search** box Search , then click the arrow.

Backing up files

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable CD or DVD (if you have a recordable drive) or to diskettes. Use a backup device, such as a recordable drive or Zip drive, to do a complete hard drive backup. For more information, see "Creating CDs and DVDs" on page 100. If you do not have a high-capacity backup device and you want to purchase one, you can contact Gateway's Add-on Sales department or visit the Accessories Store at accessories.gateway.com.

Help and Support

For more information about backing up files in Windows XP, click **Start**, then click **Help and Support**.

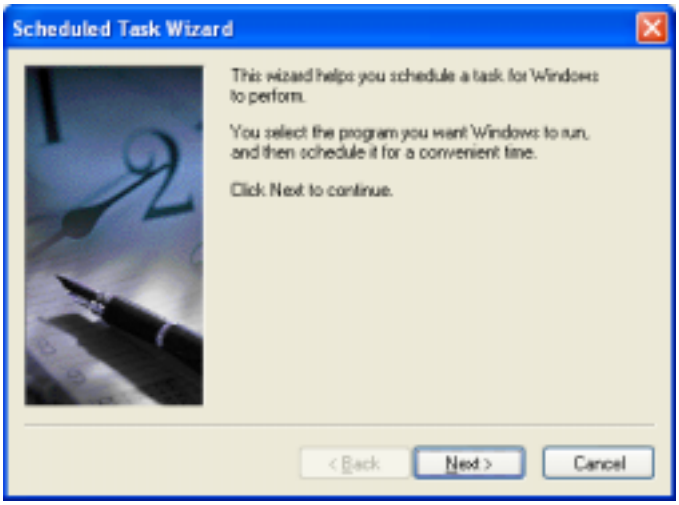
Type the keyword **saving files** in the **Search** box , then click the arrow.

Using the Scheduled Task Wizard

The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.

To start the Scheduled Task Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Scheduled Tasks**. The *Scheduled Tasks* window opens.
2. Double-click the **Add Scheduled Task** icon. The Scheduled Task Wizard opens.


Scheduled Task Wizard
This wizard helps you schedule a task for Windows to perform.
You select the program you want Windows to run, and then schedule it for a convenient time.
Click Next to continue.
< Back
Next >
Cancel

3. Click **Next**, then click the task or program you want to schedule and follow the on-screen instructions to customize the task.

Important

Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

Help and Support

For more information about using the Scheduled Tasks Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Scheduled Tasks Wizard** in the **Search** box , then click the arrow.

Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your system performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A CD or DVD drive cleaning kit

Cleaning the exterior

Warning

When you shut down your computer, the power turns off, but some electrical current still flows through your computer. To avoid possible injury from electrical shock, unplug the power cord and modem cable from the wall outlets.

Always turn off your computer and other peripherals before cleaning any components.

Use a damp, lint-free cloth to clean your computer and other parts of your system. Do not use abrasive or solvent cleaners because they can damage the finish on components.

Your computer is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your computer turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside your computer.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your computer and turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the computer display

Use a soft cloth and water to clean the computer display. Squirt a little water on the cloth (never directly on the display), and wipe the display with the cloth.

Warning

The computer display is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

Cleaning the mouse

If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

Clean your optical mouse by wiping the bottom of the mouse with a damp lint-free cloth.

12 Restoring Software

Read this chapter to learn how to:

- Reinstall device drivers
- Update device drivers
- Reinstall programs
- Reinstall Windows

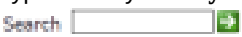
If you are not comfortable with the procedures covered in this chapter, seek help from a more experienced computer user or a computer service technician.

Using the Restoration CDs

Use the Gateway *Restoration CDs* to reinstall device drivers, your operating system, and other programs that were preinstalled at the factory.

Important

Before you try to fix a problem by reinstalling software from your Gateway *Restoration CDs*, make sure that you have tried these steps first:

- Use the diagnostics and troubleshooting tools found in Help and Support. For more information about diagnostics and troubleshooting tools in Windows XP, click **Start**, then click **Help and Support**.
  Type the keyword **troubleshooting** in the **Search** box , then click the arrow.
- Run System Restore. For more information about System Restore in Windows XP, click **Start**, then click **Help and Support**.
  Type the keyword **system restore** in the **Search** box  , then click the arrow.
- See the Troubleshooting section of this guide.

If these steps do not resolve the problem, use the Gateway *Restoration CDs* to reinstall device drivers or programs.

If reinstalling device drivers or programs does not resolve the problem, reinstall Windows.

Reinstalling device drivers

Device drivers are programs that control devices such as the computer display, CD or DVD drives, and modems. Drivers translate information between computer devices and programs.

Drivers for your original computer hardware are installed at Gateway. If you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

- If directed to do so while troubleshooting
- If you see a message indicating that there is a problem with a device driver

If you need to reinstall device drivers because you are directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver, reinstall the device drivers by following the instructions in "Reinstalling device drivers" on page 203.

If you just reinstalled Windows XP or Windows 2000, the device drivers were automatically reinstalled.

To reinstall device drivers:

1. Insert the red *Drivers* CD into the CD or DVD drive. If the program starts automatically, go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then click **Run**. The *Run* dialog box opens.
3. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your CD or DVD drive).
4. Click **OK**.
5. If this is the first time you have inserted the red *Drivers* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.

6 Click **Personal / Home Use**, then click **Continue**. The *Gateway Driver and Application Recovery* program starts and the **Drivers and Application Recovery** tab appears.

7 Select a single device driver to reinstall.

- OR -

Click **Automatic Installation**, then select multiple device drivers to reinstall. (Grayed out drivers are not available for Automatic Installation. To select these drivers, click **Manual Installation**.)

8 Click **Install**.

9 Follow any additional on-screen instructions. Depending on the device driver you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about reinstalling device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **drivers** in the **Search** box

, then click the arrow.

Updating device drivers

The *Restoration CDs* contain a device driver update utility that works over the Internet. If you do not have an Internet service provider, the update utility works by using your modem and telephone line to direct-dial the device driver update service.

To update device drivers:

1. Insert the red *Drivers* CD into the CD or DVD drive. If the program starts automatically, go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then click **Run**. The *Run* dialog box opens.
3. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of the CD or DVD drive).
4. Click **OK**.
5. If this is the first time you have inserted the red *Drivers* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.
6. Click **Personal / Home Use**, then click **Continue**. The *Gateway Driver and Application Recovery* program starts and the **Drivers and Application Recovery** tab appears.
7. Click the **Web Updates** tab.
8. Click **Check Now**. The *Connect* window opens.

9 Install available updated device drivers by following the on-screen instructions. Depending on the device driver you are updating, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about updating device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **updating drivers** in the **Search** box Search , then click the arrow.

Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the yellow *Applications* CD and other program CDs. If you are reinstalling programs from other program CDs, follow the installation instructions on each CD. If you want to **reinstall** a program, uninstall the old version first.

To reinstall programs from the Applications CD(s):

1 If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.

2 In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

- OR -

In Windows 2000, click **Start**, **Settings**, **Control Panel**, then double-click the **Add or Remove Programs** icon.

3 In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.

4 Insert the yellow *Applications* CD into the CD or DVD drive. If the program starts automatically, go to Step 8.

- OR -

If the program does not start automatically, go to Step 5.

5 Click **Start**, then click **Run**. The *Run* dialog box opens.

6 In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your CD or DVD drive).

7 Click **OK**.

8 If this is the first time you have inserted the yellow *Applications* CD(s), accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.

9 Select a single program to reinstall.

- OR -

Click **Automatic Installation**, then select multiple programs to reinstall. (Grayed out programs are not available for Automatic Installation. To select these programs, click **Manual Installation**.)

10 Click **Install**.

11 Follow any additional on-screen instructions. Depending on the programs you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about reinstalling programs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing programs** in the **Search** box Search , then click the arrow.

To reinstall Works Suite (including Word), games, or other programs from a CD:

1. If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.
2. In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, **Control Panel**, then double-click the **Add or Remove Programs** icon.
3. In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.
4. Insert the program CD into the CD or DVD drive.
5. Complete the program reinstallation by following the instructions included with the program CD.

Reinstalling Windows

If your computer is not working correctly, try the following options to correct the problem:

- Troubleshooting. For more information, see “Troubleshooting” on page 231.
- Reinstalling device drivers. For more information, see “Reinstalling device drivers” on page 203.

If the options above do not correct the problem, you can use the *Restoration CDs* to reinstall Windows and other software.

The *Restoration CDs* step you through reinstalling Windows XP or Windows 2000. If you are reinstalling Windows XP or Windows 2000, the *Restoration CDs* automatically reinstall the hardware device drivers and some programs as well. You can install any remaining programs by using the program CDs that came with your computer. To reinstall your programs, follow the instructions in “Reinstalling programs” on page 206.

Important

If you are prompted for your Windows product key when you reinstall Windows, you can find the key on the *Microsoft Certificate of Authenticity* label located on the back of your computer case. For more information, see "Microsoft Certificate of Authenticity" on page 7.

To reinstall Windows XP or Windows 2000, and the device drivers:

Caution

Back up your personal files before you use this option.

All files on your computer will be deleted!

1. Insert the red *Drivers* CD into the CD or DVD drive.
2. Restart your computer.
3. Select **2. Boot from CD-ROM**.
4. Select a language option.
5. Select **1. Delete all files (Automated Fdisk/Format)**.
6. Select **1. Continue deleting all files and restart**.
7. When prompted, press any key to continue.
8. Select **2. Boot from CD-ROM**.
9. Select a language option.
10. Select **2. Automated installation of Windows (XP or 2000)**.
11. If an Advanced Menu option appears and your computer does not have a hard drive that requires a special hard drive driver, select **1. Normal installation of Windows (XP or 2000)**. This is the most commonly selected option.

    - OR -

    If an Advanced Menu option appears and your computer does have a hard drive that requires a special hard drive driver, for example a Serial ATA drive, select **2. Installation of Windows w/ special HDD controllers.**

12 When prompted, remove the red *Drivers* CD and insert the blue *Operating System* CD into the CD or DVD drive, then press any key to continue.

13 When prompted, accept the *License Agreement* by pressing **Y**.

14 Wait while the setup program copies files to your hard drive. **When your computer restarts, do NOT press any key to boot from CD.**

15 Follow the on-screen instructions to set your **Regional and Language Options**.

16 Click **Personal / Home Use**, then click **Continue**. The *Gateway Driver and Application Recovery* program starts and the **Drivers and Application Recovery** tab appears.

17 When prompted, insert the red *Drivers* CD, then click **OK**.

18 When prompted, insert the yellow *Applications* CD(s), then click **Continue**. The Gateway Application Loader automatically installs your drivers and programs. Your computer restarts several times during this process. Do **not** press any keys or buttons during this process unless prompted to do so.

19 When the Gateway Application Loader has finished, go to the Windows desktop by clicking **Close**.

20 Install additional programs by following the instructions in "To reinstall programs from the Applications CD(s):" on page 206.

21 Install other software, such as Microsoft Works Suite and gaming software, by following the instructions in "To reinstall Works Suite (including Word), games, or other programs from a CD:" on page 208.

13 Upgrading Your Computer

This chapter provides information about upgrading and replacing components in your computer. Read this chapter to learn how to:

- Add and remove a PC Card
- Open and close your computer case
- Replace the hard drive
- Add memory

You must open the computer case to change or upgrade components. If you are not comfortable with these procedures, get help from a more experienced computer user or computer service technician.

Adding and removing PC Cards

Your computer has one PC Card slot (also known as a PCMCIA card slot). This slot accepts Type I and Type II PC Cards.

You do not need to restart your computer when changing most cards because your computer supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your computer is running. If the PC Card does not work after hot-swapping, see the PC Card manufacturer's documentation for further information.

Adding a PC Card

To insert a PC Card:

- Push the card firmly into the PC Card slot with the label side facing the front until the outer edge of the card is flush with the side of your computer.

Removing a PC Card

To remove a PC Card:

1 Click the remove hardware icon in the taskbar, then select the PC Card name and click **Stop**.

-OR-

Turn off your computer.

Important

If the remove hardware icon does not appear on the taskbar, click the show hidden icons button.

2 Release the eject button by pressing the PC Card eject button once.

3 Eject the PC Card by pressing the eject button again.

Selecting a place to work

Work on your computer in an area that:

- Is clean (avoid dusty areas)
- Is a low-static environment (avoid carpeted areas)
- Has a stable surface on which to set your computer
- Has enough room to place all the computer parts
- Is near a grounded outlet so you can test your computer after installation
- Is near a telephone (in case you need help from Gateway Technical Support)

Gathering the tools you need

Some tools and supplies that you may need to work on your computer are:

- A Phillips screwdriver
- A flat-head screwdriver
- A notebook to take notes
- A soft towel to lay your computer on
- Small containers to store various types of screws
- A grounding wrist strap (available at most electronic stores)

Preventing static electricity discharge

The components inside your computer are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Warning

ESD can permanently damage electrostatic discharge-sensitive components in your computer. Prevent ESD damage by following ESD guidelines every time you open the computer case.

Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power cord and modem cable before opening the case.

Before opening the computer case, follow these guidelines:

- Turn off the computer power.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your workbench or other grounded connection.

Warning

To prevent risk of electric shock, do not insert any object into the vent holes of the power supply.

- Touch a bare metal surface on your workbench or other grounded object.
- Unplug the power cord and modem and network cables.

Before working with computer components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Avoid touching the edge connectors and components on the Mini-PCI cards. Never slide Mini-PCI cards or components over any surface.

Opening the computer case

Tips & Tricks

When cleaning the case, do not use abrasive or solvent cleaners because they can damage the finish. Use soap and water or a dilution of water and isopropyl alcohol. For more information, see “Cleaning your computer” on page 198.

Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, then unplug the power cord and modem cable before opening the case.

To open the computer case:

1. Turn off your computer.
2. Following all static electricity discharge precautions, disconnect the power cord and all other external cables.
3. Press the power button to drain any residual power from your computer.

4 Remove the four screws on the back of the computer case.

5 With your hands positioned on each side of the case, swing the access panel up and away from the case and set the panel aside.

Closing the computer case

To close the computer case:

1 Hook the back panel's tabs into the notches on the top of the open computer's back, then swing the back panel down and press it into place.

2 Replace the four screws removed previously.

3 Reconnect the external cables and power cord.

Replacing the hard drive

Use this procedure to replace the hard drive.

Tips & Tricks

For more stability, place your computer face down to perform this procedure. Avoid scratching the computer display by placing it on a towel or other non-abrasive surface.

To replace the hard drive:

1. Open the case by following the instructions in "Opening the computer case" on page 216.

Warning

Make sure that you removed all external cables and the power cord.

2. Press the drive cage release latch.

3 While holding the latch, pull the drive cage out of the computer.

4 Disconnect the drive cable and power cable from the hard drive.

5 Remove the four screws that secure the hard drive to the hard drive cage.

6 Remove the drive.

7 Make sure that the jumpers on the new drive are set the same as the drive you are replacing.

8 Insert the new drive into the drive cage and secure it with the four screws removed earlier.

9 Connect the drive cable and power cable to the drive.

10 Slide the drive cage into the computer until it clicks into place.

11 Close the case by following the instructions in "Closing the computer case" on page 218.

Installing or replacing DIMM memory

When you upgrade your computer memory, make sure that you install the correct type of memory module for your computer. Your computer uses DIMM memory.

A DIMM memory module has several memory chips on one or both sides.

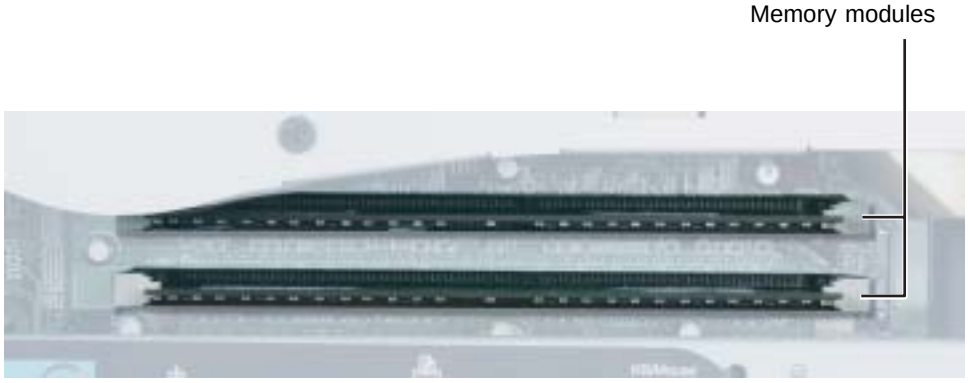
To install or replace DIMM memory:

1. Open the case by following the instructions in "Opening the computer case" on page 216.

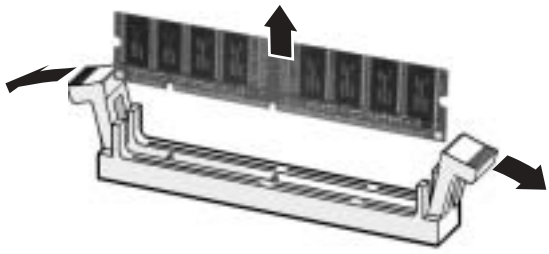
Warning

Make sure that you removed all external cables and the power cord.

2. Find the memory module banks, sometimes called add-in slots, on your system board.



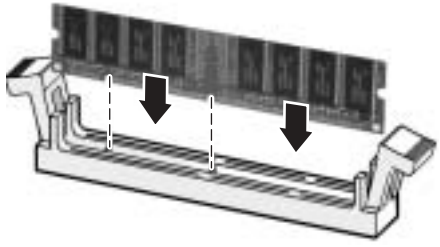
3 If you are removing a memory module from the memory module bank, gently pull the plastic tabs away from the sides of the memory module and remove it.



- OR -

If you are adding a memory module to an empty memory module bank, gently pull the plastic tabs away from the sides of the memory module bank.

4 Align the notch on the new memory module with the notch on the memory module bank and press firmly into the bank. The tabs on the sides of the memory module should secure the memory module automatically. When the module is secure, you hear a click.



5 Close the case by following the instructions in "Closing the computer case" on page 218.

6 Turn on your computer. Windows starts and the Windows desktop appears.

7 In Windows XP, click **Start**, **Control Panel**, then click **Performance and Maintenance** (if in Category View). Click/Double-click **System**. The amount of memory in your computer is shown at the bottom of the *System Properties* window in the General tab.

- OR -

In Windows 2000, right-click the **My Computer** icon, then click **Properties**. The amount of memory in your computer is shown at the bottom of the *System Properties* window in the General tab.

Using the BIOS Setup utility

The BIOS Setup utility stores basic settings for your computer. These settings include basic system hardware configuration, system resource settings, and password security. These settings are stored and saved even when the power is off.

Caution

The options in the BIOS Setup utility have been set at the factory for optimal performance. Changes to these settings will affect the performance of your computer.

Before changing any settings, write them down in case you need to restore them later.

To open BIOS Setup utility:

- Restart your computer. As soon as you see a startup screen, press **F1**. The BIOS Setup utility opens.

Use the navigation keys displayed at the bottom of the BIOS Setup utility screen to move through the BIOS menus and make selections. Press **F1** to get more help about options.

14 Troubleshooting

This chapter provides some solutions to common computer problems. Read this chapter to learn how to:

- Troubleshoot typical hardware and software problems
- Get telephone support
- Use automated troubleshooting systems
- Get tutoring and training

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 33, for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove your computer case access panel while your computer is turned on and while the modem cable and the power cord are connected.
- If you are using or have purchased an additional monitor, do not attempt to open the monitor case. To do so is extremely dangerous. Even if the power is disconnected, energy stored in the monitor components can be dangerous. Also, opening the monitor voids the warranty.
- Make sure that you are correctly grounded before opening your computer case. For more information about preventing damage from static electricity, see “Preventing static electricity discharge” on page 215.

Warning

To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped
- The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

First steps

Try these things first before going to the following sections:

- Make sure that the power cable is connected to your computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip, make sure that it is turned on.
- If a peripheral device (such as the keyboard or mouse) does not work, make sure that all connections are secure.
- If you added or removed computer components before the problem started, review the procedures you performed and make sure that you followed each instruction.
- Make sure that your hard drive is not full.
- If an error message appears on the computer display, write down the exact message. The message may help Gateway Technical Support in diagnosing and fixing the problem.
- If an error occurs in a program, see the program's printed documentation or the online help.

Help and Support

For more information about troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting** in the **Search** box , then click the arrow.

Software support tools

Your system *may* include the following support tool to help you diagnose and fix problems:

- *PC Doctor* is a comprehensive hardware diagnostic and system information tool that can test your computer and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your computer.

This support tool is available by clicking **Start**, **All Programs**, then clicking **Gateway Utilities**.

Troubleshooting

CD, DVD, or recordable drives

The computer does not recognize a disc or the CD, DVD, or recordable drive

- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the CD or DVD drive.
- If you are trying to play a DVD, make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 76.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 233.
- Restart your computer, then enter the BIOS Setup utility by pressing and holding **F1** while your computer restarts. Make sure that the IDE controllers are enabled. For more information on using the BIOS Setup utility, see "Using the BIOS Setup utility" on page 226.
- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 203.

Audio CD does not produce sound

- Make sure that the disc label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume in Windows XP" on page 79 or "Adjusting the volume in Windows 2000" on page 82.
- Make sure that the mute controls are turned off. For more information, see "Adjusting the volume in Windows XP" on page 79 or "Adjusting the volume in Windows 2000" on page 82.
- Make sure that external speaker cables are connected correctly and securely.

- Shut down and restart your computer.
- Clean the disc. For more information, see “Cleaning CDs and DVDs” on page 233.
- Reinstall the audio device drivers. For more information, see “Reinstalling device drivers” on page 203.

A DVD movie will not play

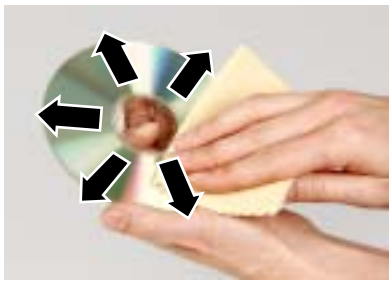
- Make sure that you have a DVD drive. To identify your drive type, see “Identifying drive types” on page 76.
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.
- Shut down and restart your computer.
- Clean the disc. For more information, see “Cleaning CDs and DVDs” on page 233.
- Make sure that the DVD player program is installed. For more information, See “Reinstalling programs” on page 206 or Step 3 on page 91.
- Reinstall the device driver. For more information, see “Reinstalling device drivers” on page 203.
- DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc’s regional code and your DVD drive’s regional code must match.

  The regional code on your DVD drive is determined by your computer’s delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive’s regional code must match the regional code for the disc. The regional code for the disc is on the disc, disc documentation, or disc packaging.

  If the DVD movie does not play, the disc’s regional code and your DVD drive’s regional code may not match.

Cleaning CDs and DVDs

Clean discs by wiping from the center to the edge, not around in a circle, using a product, such as a soft cloth, made especially for cleaning CDs and DVDs.



Computer display

Tips & Tricks

After you are in Windows, press the **AUTO** button to automatically optimize your display settings. For more information, see "OSD options" on page 28.

The screen resolution is not correct

- Change the screen resolution from the *Display Properties* dialog box. For more information, see "Adjusting the screen resolution" on page 133.

Help and Support

For more information about changing the screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen resolution** in the **Search** box

, then click the arrow.

The computer is running but there is no picture

- Adjust the brightness and contrast controls to the center position. For more information, see "OSD options" on page 28.

The color is not uniform

Make sure that the computer display warms up for at least 30 minutes before making a final judgment about color uniformity.

Make sure that:

- Non-shielded speakers are not placed too close to the computer display.
- The computer is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls. For more information, see "OSD options" on page 28.
- Change the display settings. For more information, see "Adjusting the screen and desktop settings" on page 132.
- Make sure that your computer is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.

Diskette drive

The diskette drive is not recognized

- Shut down and restart your computer.

You cannot save a file to diskette or you see the message “disk is full or write-protected”

- Make sure that the write-protection tab on the upper-right corner of the diskette is down (unprotected).
- Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error-checking on the diskette. For more information, see “Checking hard drive space” on page 189. If errors are detected and corrected, try using the diskette again.

You see a “Access Denied” or “Write protect” error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a “Disk is full” error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. For more information, see “Checking the hard drive for errors” on page 191. If errors are detected and corrected, try using the diskette again.

You see a "Non-system disk" or "Disk error" error message

- Eject the diskette from the diskette drive, then press **ENTER**.
- Make sure that the diskette you are using is IBM-compatible.

The diskette drive LED is lit continuously

- Remove the diskette from the drive. If the light stays on, try restarting your computer.

File management

A file was accidentally deleted

If the file was deleted at a DOS prompt or in Windows while holding down the **SHIFT** key, the file cannot be restored.

To restore files that were deleted in Windows:

1. Double-click the **Recycle Bin** icon.
2. Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.

   If the Recycle Bin was emptied before you tried to restore a file, the file cannot be restored.

Help and Support

For more information about restoring deleted files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the **Search** box

, then click the arrow.

Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see “Using Disk Cleanup” on page 190.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.
- Save your files to a diskette or another drive. If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

Help and Support

For more information about file management in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **file management** in the **Search** box , then click the arrow.

The hard drive cannot be accessed, or you see a “General failure reading drive C” error message

- If a diskette is in the diskette drive, eject it and restart the computer.
- Try restarting your computer by pressing **CTRL+ALT+DEL**.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a “Non-system disk” or “disk error” error message

- Eject the diskette from the diskette drive, then press **ENTER**.

Internet

You cannot connect to the Internet

- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone. Use the setup poster to make sure that the connections have been made correctly.
- Make sure that no one else is using the telephone line.
- If you have the call waiting feature on your telephone line, make sure that it is disabled.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, see "Modem" on page 241.

Help and Support

For more information about troubleshooting Internet connections in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting connections** in the **Search** box , then click the arrow.

You see an "Unable to locate host" message and are unable to browse the Internet

This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone service
- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

People are sending you e-mail messages, but you have not received any mail

- Click the receive button in your e-mail program.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

Keyboard

The keyboard does not work

- Make sure that the keyboard cable is plugged in correctly. For more information, see the poster that came with your computer.
- Remove all extension cables and switch boxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- Reinstall the keyboard device driver. For more information, see “Reinstalling device drivers” on page 203.

A keyboard character keeps repeating or you see a “keyboard stuck” or “key failure” error message

- Make sure that nothing is resting on the keyboard.
- Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your computer.

Liquid spilled in the keyboard

- If you spilled liquid in the keyboard, turn off your computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

Memory

You see a "memory error" message during startup

- Use PC Doctor or a third-party diagnostic program to help determine if a memory module is failing. If the memory module is failing, replace it. For more information, see "Installing or replacing DIMM memory" on page 223.
- Check the memory module for correct seating and orientation. For more information, see "Installing or replacing DIMM memory" on page 223.

You see a "Not enough memory" error message

- Close all programs, then restart your computer.

Help and Support

For more information about troubleshooting memory errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **memory error** in the **Search** box , then click the arrow.

Modem

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See “Back” on page 4.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone. Use the setup poster to make sure that the connections have been made correctly.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.

To check the dialing properties in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.
3. Click the location from which you are dialing, then click **Edit**.
4. Make sure that all settings are correct.

Help and Support

For more information about dialing properties in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **dialing** in the **Search** box Search , then click the arrow.

To check the dialing properties in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Modems** icon, then click **Dialing Properties**. The *Dialing Properties* dialog box opens.
3. Make sure that all settings are correct.

- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

  Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone jack are secure.

  You can also call your telephone service and have them check the telephone line for noise or low line levels.
- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service.
- Try connecting with the modem at a lower connection speed. If reducing the connection speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

- Your ISP may be having technical difficulties. Contact your ISP technical support for help.
- See if the modem works with a different communications program. The problem may be with just one program.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your system has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your system has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

You can check modem connection speeds and dial-up network (DUN) connections by accessing the *gateway.your.way dial-up server*. The server also contains drivers, patches, and updates for current Gateway hardware and software.

The server provides a secure connection and is a stand-alone server. You cannot use it to access the Internet. The server cannot be accessed Mondays from 8:00 a.m. to 12:00 p.m. CT.

To access the gateway.your.way dial-up server:

1. Insert the red *Drivers* CD into the CD or DVD drive.
2. Click **Help**, then click **Support Web Site**.
3. To check your modem connection speed, click the **Direct Dial** option. After your modem connects, move the mouse pointer over the **Dial-Up Networking** icon (located next to the clock on your taskbar). Your modem connection speed appears.

Your fax communications program only sends and receives faxes at 14,400 bps even though you have a 56K modem

Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by the computer

- Make sure that the line connected to the modem is working and plugged into the appropriate jack on the modem. Use the setup poster to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your computer.
- Run Windows modem diagnostics.

To run modem diagnostics in Windows XP:

1. Close all open programs.
2. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
3. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
4. Click to select your modem, then click **Properties**. The *Modem Properties* dialog box opens.
5. Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, if a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

Help and Support

For more information about modem troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **modem troubleshooting** in the **Search** box

, then click the arrow.

To run modem diagnostics in Windows 2000:

1. Close all open programs.
2. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
3. Double-click the **Modems** icon. The *Modems Properties* dialog box opens.
4. Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The *Modem Info* dialog box opens.

   If information about the modem appears, the modem passed diagnostics. If no modem information is available, if a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

- Reinstall the device driver. For more information, see "Updating device drivers" on page 205.

The modem is noisy when it dials and connects

When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

To turn down the modem volume in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
3. Click the modem you want to adjust, then click **Properties**.

4 Click the **Modem** tab, then adjust the **Speaker volume** control.

5 Click **OK** twice to close the *Phone and Modem Options* dialog box.

To turn down the modem volume in Windows 2000:

1 Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Double-click the **Modems** icon. The *Modems Properties* dialog box opens.

3 Click the **General** tab, click the modem you want to adjust, then click **Properties**.

4 Adjust the **Speaker volume** control.

5 Click **OK**.

Mouse

The mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Shut down and restart your computer.
- Remove all extension cables and switch boxes.
- Try a mouse that you know works to make sure that the mouse port works.
- Reinstall the device driver. For more information, see “Reinstalling device drivers” on page 203.

The mouse works erratically

If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

- If you have an optical mouse, clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free or debris.
- Some mouse pad patterns “confuse” optical mice. Try the mouse on a different surface.

Power

My system is turned on but nothing is getting power

- If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, switched on, and working correctly.
- Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.
- Make sure that all devices are connected securely and the surge protector is turned on.

Printer

Printer will not turn on

- Make sure that the power cord is plugged into an AC power source.
- Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.

Printer is on but will not print

- Make sure that the printer is online. Many printers have an online/offline button that you may need to press.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

To set a default printer in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to be the default printer, then click **Set as Default Printer**.

To set a default printer in Windows 2000:

1. Click **Start**, **Settings**, then click **Printers**.
2. Right-click on the name of the printer you want to be the default printer, then click **Set as Default**.

- Make sure that the cable between the printer and your computer is connected securely to the correct port.
- Check the port and cable for bent or broken pins.
- Reinstall the printer driver. See the documentation that came with your printer for instructions on installing the printer driver.

You see a "Printer queue is full" error message

- Make sure that the printer is not set to work offline.

To make sure that the printer is not set to work offline in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

Help and Support

For more information about printer troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **printer troubleshooter** in the **Search** box Search, then click the arrow.

To make sure that the printer is not set to work offline in Windows 2000:

1. Click **Start**, **Settings**, then click **Printers**.
2. Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

- Wait until files have been printed before sending additional files to the printer.
- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for more information about adding additional memory.

You see a "Printer is out of paper" error message

- After adding paper, make sure that the printer is online. Many printers have an online/offline button that you need to press after adding paper.

Sound

You are not getting sound from the speakers

- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume in Windows XP" on page 79 or "Adjusting the volume in Windows 2000" on page 82.
- Make sure that mute controls are turned off. For more information, see "Adjusting the volume in Windows XP" on page 79 or "Adjusting the volume in Windows 2000" on page 82.
- If you are using external speakers, make sure that the speakers are turned on.
- If you are using external speakers, see the speaker setup poster to check the speaker connections.

Help and Support

For more information about sound troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sound troubleshooter** in the **Search** box , then click the arrow.

Telephone support

Before calling Gateway Technical Support

If you have a technical problem with your computer, follow these recommendations before contacting Gateway Technical Support:

- Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, check:
  - Online Help
  - Printed documentation
  - The program publisher's Web site
- See the troubleshooting section of this chapter.

Warning

To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped
- The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

- Have your client ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken. For more information, see "Identifying your model" on page 7.
- Make sure that your computer is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps.

Telephone support

Gateway offers a wide range of customer service, technical support, and information services.

Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (See "Before calling Gateway Technical Support" on page 251 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
America Online	Get support for your America Online ISP account.	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account.	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.

Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

- "Getting Help" on page 33.
- The printed or online documentation that came with your hardware or software. In many cases, additional product information and online documents for Gateway-supplied hardware can be found in our Web site's Documentation Library.
- This user's guide.
- The software publisher's Web site.
- The hardware manufacturer's Web site.

Help and Support

For more how-to information about Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **practice** in the **Search** box , then click the arrow.

Tutoring

For help on using hardware or software that came with your Gateway computer, contact Gateway's fee-based tutorial hotline:

- 800-229-1103 (rate charged per minute; charged to a major credit card)
- 900-555-4695 (rate charged per minute; charged to your telephone bill)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/country
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	www.learnatgateway.com/

Safety, Regulatory, and Legal Information

A

Important safety information

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure that you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. Always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
    - The power cord or plug is damaged.
    - Liquid has been spilled into the system.
    - The system does not operate properly when the operating instructions are followed.
    - The system was dropped or the cabinet is damaged.
    - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Warning

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

Regulatory compliance statements

Wireless Guidance

Low power, Radio transmitting type devices (radio frequency (RF) wireless communication devices), may be present (embedded) in your computer. These devices may operate in the 2.4 GHz (i.e. 802.11B/G LAN & Bluetooth) , 5.2 GHz (i.e. 802.11A LAN), and traditional cellular or PCS cellular bands (i.e. Cellular data modem). The following section is a general overview of considerations while operating a wireless device.

Additional limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, please contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your computer is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your computer) emit less energy than is allowed in radio frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body (including bystanders), for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on and transmitting.

If anyone is closer than 8 inches (20 cm) to the wireless transmitter, make sure the transmitter is turned off. Please see “Turning your wireless Ethernet emitter on or off” on page 168 for instructions on turning off the transmitter.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Additionally, your system may have an optional wireless keyboard and mouse included with it. The power and frequency range associated with these devices do not have the same RF exposure concerns as previously commented on with the wireless LAN products. The experts on the effects of RF exposure feel these types of devices are safe for use, due to the frequencies and power levels involved.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed below:

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. 802.11g (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to use or turning on the wireless device.

Warning

Every country has different restrictions on the use of wireless devices. Since your system is equipped with a wireless device, when traveling between countries with your system, check with the local Radio Approval authorities prior to any move or trip for any restrictions on the use of a wireless device in the destination country.

Warning

If your system came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the system is fully assembled.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Please contact Gateway for service.

Warning

Only use drivers approved for the country in which the device will be used. See the Gateway System Restoration Kit, or contact Gateway Technical Support for additional information.

Warning

In order to comply with FCC requirements this transmitter must not be operated (or co-located) in conjunction with any other transmitter or antenna installed in the computer.

United States of America

Federal Communications Commission (FCC)
Intentional emitter per FCC Part 15

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your computer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

The FCC has set a general guideline of 20 cm (8 inches) separation between the device and the body (including bystanders), for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your computer, is well below the RF exposure limits as set by the FCC.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Additionally, your system may have an optional wireless keyboard and mouse included with it. The power and frequency range associated with these devices do not have the same RF exposure concerns as previously commented on with the wireless LAN products. The experts on the effects of RF exposure feel these types of devices are safe for use, due to the frequencies and power levels involved.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Warning

The transmitting device embedded in this system may not be used with any antenna other than that provided with the system.

Federal Communications Commission (FCC)
Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause

interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Compliance Accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000Fax: (605) 232-2023

Product:

Gateway Profile 5 xxx where x can be any alpha-numeric including a blank.

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Federal Communications Commission (FCC) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

An FCC-compliant telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. See your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC)
Intentional emitter per RSS 210

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your computer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body (including bystanders), for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your computer, is well below the RF exposure limits as set by Industry Canada.

Additionally, your system may have an optional wireless keyboard and mouse included with it. The power and frequency range associated with these devices do not have the same RF exposure concerns as previously commented on with the wireless LAN products. The experts on the effects of RF exposure feel these types of devices are safe for use, due to the frequencies and power levels involved.

The wireless keyboard and mouse operate at less than 10mW for all channels. The keyboard operates at 27.145 or 27.195 MHz and the mouse operates at 26.995 or 27.045 MHz.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

To prevent radio interference to licensed service or co-channel Mobile Satellite systems, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Warning

The transmitting device embedded in this system may not be used with any antenna other than that provided with the system.

Industry Canada (IC)
Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per DOC notice
(for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Warning

To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Mexico

Intentional emitter

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band , may be present (embedded) in your computer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Mexico if a COFETEL ID is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body (including bystanders), for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your computer, is well below the RF exposure limits as set by SCT.

Additionally your system may have an optional wireless keyboard and mouse included with it. The power and frequency range associated with these devices do not have the same RF exposure concerns as previously commented on with the wireless LAN products. The experts on the effects of RF exposure feel these types of devices are safe for use, due to the frequencies and power levels involved.

Unintentional emitter

At this time there are no mandatory requirements for Unintentional Emitters. However, this device does comply with multiple requirements for other countries and regions as listed on the system label and in the user's manual.

EPA ENERGY STAR

As an ENERGY STAR® Partner, Gateway has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning

Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

California Proposition 65 Warning

Warning

This product contains chemicals, including lead, known to the State of California to cause cancer and/or birth defects or reproductive harm.

Notices

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14303 Gateway Place
Poway, CA 92064 USA

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Trademark Acknowledgments

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